

NHS Lothian

Post: Clerical Officer

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	<ul style="list-style-type: none"> Understands and demonstrates the NHS Lothian's values of quality, teamwork, care & compassion, dignity & respect, and openness, honesty & responsibility through the application of appropriate behaviours and attitudes 	<ul style="list-style-type: none"> NHS Clerical experience i.e. familiar with Health Records procedures. Working with public/Customer Care 	A/I
Qualifications and Training	<ul style="list-style-type: none"> Standard Grade – English and Computer studies with evidence of well established IT skills 	<ul style="list-style-type: none"> Proven IT skills i.e. use of data base and email 	A/I/C
Experience and Knowledge	<ul style="list-style-type: none"> Good communication skills Good reading and writing skills IT skills (advanced use of data bases) Attention to detail Working to tight deadlines Ability to prioritise Willingness to be multi skilled in a busy environment Dealing with difficult situations e.g. aggressive patients 	<ul style="list-style-type: none"> Good communication skills Good reading and writing skills IT skills (advanced use of data bases) Attention to detail Working to tight deadlines Ability to prioritise Willingness to be multi skilled in a busy environment Dealing with difficult situations e.g. aggressive patients 	A/I
Skills and/or Abilities	<ul style="list-style-type: none"> Good communication skills Good reading and writing skills IT skills (advanced use of data bases) Attention to detail 	<ul style="list-style-type: none"> Good communication skills Good reading and writing skills IT skills (advanced use of 	A/I

	<ul style="list-style-type: none"> • Working to tight deadlines • Ability to prioritise • Willingness to be multi skilled in a busy environment • Dealing with difficult situations e.g. aggressive patients 	<ul style="list-style-type: none"> • data bases) • Attention to detail • Working to tight deadlines • Ability to prioritise • Willingness to be multi skilled in a busy environment • Dealing with difficult situations e.g. aggressive patients 	
Specific Job Requirements	<ul style="list-style-type: none"> • Helpful, sympathetic manner towards distressed patients. • Must be able to work as part of a team • Ability to embrace change in a patient focussed environment to enable improvements to service to be implemented. • Physically fit as many of the tasks require a high degree of physical application, especially in Health Records Library environment. • Also may require to work at any of the LUHD sites if short staffed e.g. RHSC/WGH/RIE/St Johns 	<ul style="list-style-type: none"> • Helpful, sympathetic manner towards distressed patients. • Must be able to work as part of a team • Ability to embrace change in a patient focussed environment to enable improvements to service to be implemented. • Physically fit as many of the tasks require a high degree of physical application, especially in Health Records Library environment. • Also may require to work at any of the LUHD sites if short staffed e.g. RHSC/WGH/RIE/St Johns 	A/I/R

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References