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| **Job Specification; Sample Content****Clerical Officer (0609)** |
| **The following template provides sample content for the above role.** **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** |
| **Principal Duties and Responsibilities** | ***For Example:*** *The Clerical Officer will:***Administration*** Provide office support, answer queries and provide a reception / telephone service.
* Keep themselves appraised of the relevant documentation / procedures as relevant.
* Manage data - including maintaining, correcting, collating, interrogating, validating and processing data.
* Maintain accurate up to date records filing systems and records (computerised / paper copy).
* Assist in and / or prepare reports as necessary.
* Provide required information and support to Service Managers and teams, team members, clients, patients, members of the public etc.
* Action all communications in a timely manner.
* Undertake any other administrative support and assignments as directed.
* Represent the Service in a positive manner.

**Customer Service*** Promote and maintain a customer focused environment.
* Ensure that service users are treated with dignity and respect.
* Act on feedback from service users / customers and report same to Line Manager.

**Service Delivery and Improvement*** Actively participate in innovation and support change and improvement initiatives within the service.
* Identify potential problems / inconsistencies in a timely manner and consult with Line Manager as appropriate.

**Standards, Policies, Procedures and Legislation*** Maintain own knowledge of relevant employer policies, procedures, guidelines and practices, to perform the role effectively.
* Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate.
* Adequately identifies, assesses, manages and monitors risk within their area of responsibility.
* Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role.
* Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

**The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.**  |
| **Skills, competencies and/or knowledge** | ***For Example:*** **Professional Knowledge & Experience***For example:** Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role.
* Maximises the use of ICT, demonstrating excellent computer skills particularly Microsoft Office, Outlook etc.
* Demonstrates the ability to work in line with policies and procedures.

**Planning and Managing Resources** *For example:** Demonstrates the ability to plan and organise own workload in an effective and methodical manner.
* Delivers within timescales and to a quality standard.
* Takes responsibilities for work and sees it through to completion.

**Commitment to a Quality Service***For example:** Demonstrates a commitment to providing a quality service e.g. pays close and accurate attention to detail in their work.
* Demonstrates awareness and appreciation of the service user.
* Embraces the change agenda; demonstrates the ability to be flexible and adaptable in a changing work environment.

**Evaluating Information, Problem Solving & Decision Making** *For example:** Demonstrates strong analytical and numeracy skills, including the ability to analyse data to inform decisions.
* Thinks through decisions to make sure they are in line with policy and local practice.
* Gathers information from enough sources and other people to make well-founded decisions.

**Team working** *For example:** Demonstrates the ability to work on own initiative as well as part of a team.
* Contributes to a positive team spirit.
* Demonstrates a willingness to become involved and help team members if they are under pressure.

**Communication & Interpersonal Skills***For example:** Effective communication skills including the ability to present information in a clear and concise manner.
* Strong written communication skills.
* Strong interpersonal skills including the ability to build and maintain relationships with a variety of stakeholders; treats others with dignity and respect.
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