

PERSON SPECIFICATION

HR Clerical Assistant

Criteria	Standard	Essential (E) or Desirable (D)
Qualifications and Training	Good standard of general education	E
	ECDL qualification or equivalent	D
Knowledge, Skills and Abilities	IT literate with a working knowledge of Microsoft Word, Excel, Internet and e-mail applications	E
	Good interpersonal skills with the ability to communicate effectively at all levels	E
	Polite and professional telephone manner	E
	Knowledge of basic employment law	D
	Knowledge of Out of Hours services or the NHS	D
Experience	Previous office experience	D
	Previous experience of working within a HR environment	D
Personal Qualities	Must be organised and able to plan and prioritise own workload and work effectively under pressure to meet tight deadlines and respond to changing priorities	E
	Precise with attention to detail and able to present work to a high standard of quality	E
	Able to work autonomously using own initiative and as part of a team	E
	Ability to demonstrate a tactful, diplomatic and approachable manner	E
	Able to process confidential information and maintain confidentiality at all times	E
	Flexible and adaptable with a positive approach to change and a willingness to work outside normal hours if required	E