

Role Title: **Senior Clerical Officer**

## **COMMUNICATION**

### **Oral Communication**

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Occasionally receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others.

### **Written Communication**

Frequently receive, understand and convey straightforward information in a clear and accurate manner.

Frequently receive, understand and convey information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

## **TEAM WORK AND MOTIVATION**

### **Implicit demands:**

Participate in and deliver their contribution to a team.

### **Primary focus**

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

## **LIAISON AND NETWORKING**

Carry out standard day to day liaison using existing procedures in order to ensure dissemination of information in the right format to the right peo

**Secondary focus**

Occasionally deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overa



## **KNOWLEDGE AND EXPERIENCE**

Apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.