

PERSON SPECIFICATION

Details of Person Specification

Job Title:	Clerical Assistant	Grade:	SCP 2-5
Division/Section:	Generic	Date:	June 2025
Prepared by:	Carol Findlay		
Designation:	Registry Team Leader		
Reviewed by:	Danielle Watson		
Designation:	HR Advisor		

This form describes the essential and desirable criteria a person needs to perform the job.

Candidates who meet essential criteria should be preferred to those who do not. Exceptions to this guideline need to be justifiable and should be recorded.

PERSON SPECIFICATION

1. KNOWLEDGE AND SKILLS

No.	Description	Method of Assessment
	Essential	
1.1	Experience in the use of Microsoft Packages	Application Form/Interview
1.2	Good interpersonal and communication skills – verbal and written.	Application Form/ Interview
	Desirable	
1.3	Familiarity with record system/database such as SITS, salon genius, HRWS.	Application Form/Interview
1.4	Awareness of Health and Safety.	Interview

2. EXPERIENCE AND EDUCATION

No.	Description	Method of Assessment
	Essential	
2.1	Three National 5 qualifications or equivalent, one including English	Application Form
2.2	Recent and relevant office experience in a similar environment	
	Desirable	
2.3	A minimum of 12 months clerical experience in a customer centred service.	Application Form
2.4	Current Full First Aid Certificate, or willingness to undertake	Application Form

3. ACCURACY AND INITIATIVE

No.	Description	Method of Assessment
	Essential	
3.1	High level of accuracy	Application Form
3.2	Ability to work under pressure	Application Form /Interview
3.3	Ability to work without direct supervision	Application Form /Interview
	Desirable	
3.4	High degree of accuracy in cash handling and record keeping	Application Form/Interview
3.5	Stock handling, stock taking, stock rotation	Application Form/Interview

4. PEOPLE

No.	Description	Method of Assessment
	Essential	
4.1	Strong customer care skills with an ability to work with people at all levels.	Interview
4.2	Commitment to equal opportunities	Application form
4.3	Ability to work on your own as well as part of a team	Interview
	Desirable	

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5. OTHER REQUIREMENTS

No.	Description	Method of Assessment
	Essential	
5.1	Willingness to be flexible in terms of working hours, this could include occasional weekends and evenings	Interview
5.2	Able to handle personal and confidential information sensitively.	Application Form, Interview
	Desirable	