

Compare roles in health

Not sure where to start with the hundreds of NHS careers? Use our compare roles section to get bite-size information on the entry requirements and training, pay and conditions, prospects and skills needed of up to three roles. If there is something that you think you could do, then get more in-depth information on the role.

Don't forget, you can also save your role comparisons by registering with us.

Clerk [1]

Clerks are the engine that keeps the NHS running successfully. They make sure our patients have the information they need for their care and our healthcare professionals can access crucial patient records.

Training and qualifications required

There are no set entry requirements to become a clerk. Employers usually expect good literacy, numeracy and IT skills. They may ask for GCSEs or equivalent qualifications. For some jobs, employers may ask for other skills or qualifications such as word processing or data entry. Relevant qualifications you'll take once employed, are available from organisations such as AMSPAR and the BSMSA

Expected working hours and salary range

Clerks in the NHS work standard hours of around 37.5 a week. Some clerks may work shifts, which could involve early starts, nights, evenings and weekends. Administrative staff in the NHS are paid on the Agenda for Change (AfC) pay system. As a new entrant you would typically start on AfC band 2 and could progress, with further training and qualifications to posts at bands 3 or 4, for example as a medical secretary. Terms and conditions will be different for administrative staff working outside of the NHS.

Desirable skills and values

You'll need good organisational, communication, IT and customer service skills.

Prospects

With experience, you could become a team leader, coordinating the work of a team of clerks. With further experience, you could become a manager, responsible for the staff in the department. Some clerks move into specialist roles such as medical secretary or PA. Others move into areas such as finance or HR.

Related roles

- Administrative management [2]
- Medical secretary/personal assistant [3]

- Health records staff [4]
- Secretary/typist [5]

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