

PERSON SPECIFICATION

Job Title: Administrator

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Typing/WP RSAIII or equivalent or demonstrable experience	GCSE Grade A-C English or equivalent ECDL NVQ3 Business Administration	Application Form Typing Test
EXPERIENCE	Experience of working in an office environment Arranging meetings and taking minutes	Audio Typing experience Experience of working within the NHS or related healthcare experience Experience of dealing with members of the public	Application Form Interview References
SKILLS	Good verbal and written communication skills. Good interpersonal and organisational skills Ability to work as member of a team Ability to develop, operate and maintain filing systems both manual and electronic Ability to develop effective interpersonal relationships with colleagues in the health care setting Ability to communicate effectively in a variety of settings Able to deal with sensitive issues with tact and diplomacy Able to present factual information and refer questions to others where appropriate		Application Form Interview References

	Ability to prioritise own workload and work to defined timescales Ability to work on own initiative		
KNOWLEDGE	Extensive knowledge of office procedures Knowledge of Microsoft Office eg Outlook, Powerpoint, Excel	Awareness of Recovery Model Awareness of children/vulnerable adults guidelines	Application Form Interview Typing test
OTHER	Ability to demonstrate a positive attitude to service users, carers and other staff Good time management Commitment to service development Commitment to effective team work Flexible approach to working Willingness to undertake training appropriate to the post Demonstrate a commitment to respecting and displaying the Trust Values at all times		Interview References