

**WALSALL HEALTHCARE NHS TRUST**

**PERSON SPECIFICATION**

**POST:** Application Support Analyst

**GRADE:** Band 4

Job Requirements	How Tested	Weighting
<b>QUALIFICATIONS</b> <ul style="list-style-type: none"> <li>English Language GCSE grade C or above equivalent</li> <li>Working knowledge of Microsoft Word, Spreadsheets, Data Bases, Excel and PowerPoint</li> <li>Evidence of continued professional development</li> </ul>	A/I A/I  A/I/T	 H H  H
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Demonstrable clinical system support experience</li> </ul>	A	H

SKILLS AND KNOWLEDGE		
<ul style="list-style-type: none"> <li>Working knowledge of a range of administrative &amp; organisational procedures relating to the role</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>Ability to construct clear reports, minutes and presenting work accurately and neatly</li> </ul>		
<ul style="list-style-type: none"> <li>Advanced computer skills in MS office products including Excel, Word, Database</li> </ul>	I/T	H
<ul style="list-style-type: none"> <li>Experience in other NHS systems such as PAS, SCRa</li> </ul>		
<ul style="list-style-type: none"> <li>Good keyboard skills</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>Good interpersonal skills, both face to face and over the telephone</li> </ul>	A/I/T	H
<ul style="list-style-type: none"> <li>Able to work as part of a team</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of diary management and dealing with conflicting tasks</li> </ul>		
<ul style="list-style-type: none"> <li>Demonstrates initiative</li> </ul>		
<ul style="list-style-type: none"> <li>Experience of creating and maintaining spreadsheets and databases</li> </ul>	A/I/T	H
<ul style="list-style-type: none"> <li>Ability to establish and maintain filing and archiving systems</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>An understanding of how to maintain confidentiality</li> </ul>		
<ul style="list-style-type: none"> <li>Ability to prioritise and multi task</li> </ul>		
<ul style="list-style-type: none"> <li>Ability to deal with queries via various communication channels</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>Experience of developing and implementing effective administration systems in an office environment</li> </ul>	A/I	H
<ul style="list-style-type: none"> <li>Experience of support and delivering clinical and informatics systems</li> </ul>	A/I	H

OTHER		
<ul style="list-style-type: none"> <li>Ability to work under pressure, meet deadlines and prioritise workload</li> <li>Ability to manage own workload with effective organisational skills &amp; co-ordinate effectively</li> <li>Ability to communicate in a sensitive and diplomatic manner</li> <li>Ability to work effectively with minimum supervision</li> <li>Ability to work flexibly and adapt to developing organisational changes</li> <li>Good communication skills</li> <li>Positive “can do” attitude</li> <li>Polite and courteous at all times</li> <li>Must be accurate and pay attention to detail</li> <li>Effective concentration and listening skills</li> <li>Flexibility to provide office cover</li> </ul>		
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#### How Tested

A = Application Form

I = Interview

T = Test

P = Presentation

O = Other

R = Reference

#### Weighting

H = High

M = Medium

L = Low