

## Person Specification

POST: Maternity Digital Support Assistant

DEPARTMENT: Women's and Child Health, Maternity Services

| Job Requirements  | Essential | Desirable |
|---|-----------|-----------|
| <b>EDUCATION AND QUALIFICATIONS</b>   |           |           |
| GCSE's Grade C/5 Including English and Maths or equivalent qualification  | ✓         |           |
| Knowledge and expertise acquired through degree or equivalent experience in IT related subject  | ✓         |           |
| Evidence of ongoing professional development  |           | ✓         |
| <b>EXPERIENCE AND KNOWLEDGE</b>   |           |           |
| Previous experience in a similar role   | ✓         |           |
| Experience of working in and with multidisciplinary teams and responding to competing demands   | ✓         |           |
| Good interpersonal and communication skills and the ability to work as part of a team and operate effectively in a multidisciplinary environment  | ✓         |           |
| Self-motivated with genuine interest in subject matter, having the ability to communicate enthusiastically and persuasively about the potential for information and data to transform healthcare to all types of colleagues | ✓         |           |
| Experience of NHS digital/IT systems  | ✓         |           |
| Communicating and negotiating with external agencies  |           | ✓         |
| Experience of providing training to a wide range of colleagues  |           | ✓         |
| Experienced in the creation of training materials   |           | ✓         |
| <b>SKILLS AND ABILITY</b>   |           |           |
| Ability to find solutions to the demands of differing users   | ✓         |           |

|   |   |   |
|---|---|---|
| Excellent verbal and written communication skills   | ✓ |   |
| Able to work flexibly across geographical locations   | ✓ |   |
| The ability to prioritise own time and workload whilst ensuring delivery of targets set out by line manager                                     | ✓ |   |
| The ability to manage own activities to ensure minimal disruption to Trust service users and provide feedback to line manager where appropriate | ✓ |   |
| Excellent attention to detail and accuracy  | ✓ |   |
| Excellent interpersonal skills including the ability to communicate effectively via written and verbal methods                                  | ✓ |   |
| Experience of working autonomously  | ✓ |   |
| Troubleshooting skills  | ✓ |   |
| Involvement in taking and creating meeting minutes and following up actions.  | ✓ |   |
| Proficient in the use of Microsoft applications   | ✓ |   |
| Knowledge of NHS and healthcare terminology   |   | ✓ |
| <b>PERSONAL QUALITIES</b>   |   |   |
| Ability to work collaboratively with colleagues to promote and develop service improvement, and the continued development of the system         | ✓ |   |
| Able to work autonomously, using own initiative, manage own workload and prioritise   | ✓ |   |
| Mature and confident manner capable of negotiating and influencing clinical and managerial colleagues   | ✓ |   |
| Ability to work well within a busy and pressured environment  | ✓ |   |
| Excellent communication and engagement skills   | ✓ |   |
| Able to demonstrate tact and diplomacy  | ✓ |   |