

## Person Specification

<b>Post Title</b>	<b>Team Administrator</b>
<b>Band</b>	<b>3</b>
<b>Directorate</b>	<b>Bolton</b>
<b>Location/Base</b>	<b>33 Victoria Square, Bolton, BL1 1RJ</b>
<b>Responsible to</b>	<b>Admin Manager</b>
<b>Accountable to</b>	<b>Admin Manager</b>

### Job Summary/Purpose

The Team Administrator will be responsible for receiving, processing, scanning and forwarding of referrals. The post holder will receive calls coming into the service from clients, health professionals and members of the public, and will be required to deal with or direct the calls as required. The post holder will also contact patients to arrange appointments and amend as required. You will provide an administrative function to all the clinical team, attending team meetings, typing of reports and other general administrative duties.

The core hours of work will be Monday to Friday 9am to 5pm, although working times outside of these hours will be required at times with prior arrangement. You will need to cover reception as required, on a rota basis.

In order to meet the needs of the Trust services, you may be required from time to time to work outside of your normal area of work. The Trust reserves the right to change your normal area of work to any other location within the Trust.

<b>Essential Criteria</b> - The qualities without which a post holder could not be appointed.	<b>Desirable Criteria</b> - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed - AP = Application form IN = Interview OA = Other Assessment
<b>Education / Qualifications</b> - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> <li>Demonstrable admin experience</li> <li>Educated to GCSE level in English and Maths</li> </ul>	IT related qualification (such as NVQ)	AP
<b>Experience</b> - to be able to complete the duties as laid out on the Job Description		
The post holder should have experience with: <ul style="list-style-type: none"> <li>Working in a confidential environment</li> </ul>	<ul style="list-style-type: none"> <li>Use of office equipment</li> <li>Contact with patients/service users</li> <li>Knowledge of Talking Therapies pathway</li> </ul>	AP IN
<b>Knowledge</b> - to be able to complete the duties as laid out on the Job Description		
The post holder should have knowledge in regards to: <ul style="list-style-type: none"> <li>GDPR</li> <li>Patient Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Use of EPR systems</li> <li>Knowledge of NHS practices and procedures</li> </ul>	AP IN

<b>Skills and Abilities</b> - to be able to complete the duties as laid out on the Job Description		
<p>The post holder should be able to demonstrate:</p> <ul style="list-style-type: none"> <li>• Effective time management skills</li> <li>• The ability to prioritise tasks</li> <li>• An excellent telephone manner</li> <li>• Outstanding communication skills</li> <li>• Appropriate keyboard skills</li> <li>• The ability to navigate IT systems including Outlook, MS Teams, Word, Excel and PowerPoint</li> <li>• Ability to respond rapidly to changing priorities, working effectively under pressure</li> <li>• Enthusiasm with a positive disposition</li> <li>• Ability to produce minutes to agreed standards</li> <li>• Able to cope with pressure and change</li> </ul>	<ul style="list-style-type: none"> <li>• Patient administration background</li> <li>• Knowledge of the Paris and PCMIS systems</li> <li>• Advanced keyboard skills</li> </ul>	AP IN
<b>Other Requirements</b> - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> <li>• There is an occasional requirement to travel across the site footprint of the Trust to attend meetings and events relevant to the role</li> <li>• To be able to work additional hours as required and work remotely as required</li> </ul>		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process, and to employment, for applicants who have protected characteristics under the Equality Act 2010.

**Drawn up by:** Sally Gilbert  
**Designation:** Admin Manager  
**Date:** March 2024