









## PERSON SPECIFICATION

**Job Title:** Clinical Admin Assistant, 2WW and MDT



Assessment Criteria	Essential	Desirable	Identified
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Previous experience working in a clerical/administrative role</li> <li>Demonstrable working knowledge of Microsoft packages including Word</li> <li>Commitment to acquire &amp; apply knowledge of RTT National and local waiting times rules</li> </ul>	<ul style="list-style-type: none"> <li>Previous hospital or NHS experience working in a clerical/administrative role</li> <li>Knowledge of medical terminology</li> <li>Knowledge of Trust Policies, including Hospital to Treatment Patient Access Policy</li> <li>Knowledge and understanding of RTT National and local waiting time rules</li> </ul>	AF In

		<ul style="list-style-type: none"> <li>Knowledge and understanding of the hospital patient access policy</li> </ul>	
<b>Qualifications/Training</b>	<ul style="list-style-type: none"> <li>Minimum of 3 GCSE's including English and Maths at Grade C or above or equivalent qualification or equivalent experience</li> <li>OCR/RSA/NVQ Level II or completion of a Business and Administrative Level II apprenticeship or demonstrable equivalent qualification and experience in keyboard skills and typing or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>EDCL or equivalent qualification</li> </ul>	AF
<b>Personal Attributes &amp; Skills</b>	<ul style="list-style-type: none"> <li>Ability to deal calmly and diplomatically with a range of personalities and situations</li> <li>Proactive and positive approach to work</li> <li>Flexible and adaptable, able to take direction and instruction from others</li> <li>Team Player with a professional approach to work and colleagues, able to develop good working relationships</li> <li>Demonstrates Trust values and behaviours</li> <li>Able to follow Trust policies and procedures</li> <li>Commitment to Continuing Professional Development</li> <li>Excellent written and verbal communication skills</li> <li>A methodical and organised approach to work</li> <li>Time management skills</li> <li>Ability to work under pressure to meet tight deadlines in a busy environment</li> <li>Ability to prioritise and manage own workload for the best effect and work without direct supervision</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of liaising with more than one discipline</li> <li>Experience of customer care</li> </ul>	In Ref
<b>Demonstrates our We</b>	 Demonstrate an understanding of the importance of quality of		

<b>Care values and the DBTH Way</b>	<p>care.</p> <ul style="list-style-type: none"> <li> Demonstrate that you will be open to improving everything that you do.</li> <li> Be accountable for own actions and those of their team.</li> <li> Demonstrate that everyone's contribution is valued.</li> <li> Have an ability to work efficiently, effectively and professionally in a multidisciplinary team.</li> <li> Work to ensure the care group/directorate improves efficiency and reduces waste.</li> <li> Displays networking skills.</li> <li> Have an ability to consider and implement new solutions.</li> </ul>		
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Key for 'Identified': AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates