

Person Specification

Job Title: Waiting List Administrator

Division/Department: Surgery

Band: 3

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	<ul style="list-style-type: none"> Must be able to demonstrate behaviours consistent with the Trust's "We are here for you" behavioural standards 		I
Training & Qualifications	<ul style="list-style-type: none"> Good command of the English language – both written and spoken. GCSE Level or equivalent standard in Maths/English NVQ Level 2/3 Business Admin 	<ul style="list-style-type: none"> ECDL Experience of hospital systems such as MEDWAY PAS, ORMIS, NOTIS and Medical Office. 	A A
Experience	<ul style="list-style-type: none"> A recent past NHS experience Demonstrate knowledge of waiting list processes Proficient word processing skills Understanding of the importance of confidentiality Typing or word processing experience 	<ul style="list-style-type: none"> Experience of waiting list management. 18 week RTT knowledge and experience Demonstrate knowledge of the Trust's Patient Access Policy 	A A A/I A A/I
Communication and relationship skills	<ul style="list-style-type: none"> Ability to develop good working relationships with medical and other hospital staff at all levels Willing and able to work as part of a team Ability to communicate verbally in a clear and effective way both face to face and on the telephone. Ability to deal tactfully and efficiently with a wide range of people e.g. Patients, visitors, medical staff in a helpful manner 		A/I A I A/I

	<ul style="list-style-type: none"> • Ability to prioritise workload and use own initiative. • Demonstrate enthusiasm and a conscientious approach to work, advocating this to others • Displays self-confidence, innovation and positive image 		 A/I
Analytical and Judgement skills	<ul style="list-style-type: none"> • Able to use judgement to make decisions in order to solve problems / enquiries escalating as appropriate to the Waiting List Co-ordinator • Able to analyse situations/issues • Uses resources cost effectively • Works with standard procedures • Uses own initiative • Seeks appropriate training opportunities • Works in line with organisational goals and objectives 	<ul style="list-style-type: none"> • Must have a full understanding of the Data Protection Act 1998 and be fully conversant with patient confidentiality. 	 A/I
Planning and organisation skills	<ul style="list-style-type: none"> • Demonstrates an ability to organise own work schedule • Manages time effectively and displays initiative • Consistently works to high standards • Works within prescribed deadlines • Set and achieves high standards for work behaviour and personal presentation 	<ul style="list-style-type: none"> • Ability to work within the designated Standard Operating Procedures to ensure consistent Trust wide practice 	A/I
Physical skills	<ul style="list-style-type: none"> • Uses Trust equipment responsibly • Able to move case notes of various weights from different heights using regulation stools/ladders • Frequent use of VDU equipment • Frequent sitting at a keyboard • Pushing trolleys of notes 		A/I A/I A/I A/I A/I

Other requirements specific to the role (e.g. be able to work shifts/on call)	<ul style="list-style-type: none"> • Demonstrates an awareness of the importance of prompt timekeeping and good attendance at the workplace • Remains calm and co-operative under pressure or in difficult and uncertain situations • Highly motivated • Gives consistent and stable performance under pressure • Must be able to concentrate for long periods of time, whilst constantly interrupted by telephone calls and face to face enquiries. • Demonstrates enthusiasm and a conscientious approach to work • Displays self-confidence, innovation and positive image • Flexible approach to unpredictable work patterns to accommodate urgent situations. 		
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