

Knowledge, Experience and Training required for the Post	Essential at Recruitment	Desirable/ Developed within the Role	Measured By A – Application I – Interview P – Presentation
<b>Qualifications</b>			Application Form & Interview
GCSE English and Maths at Grade 'C' / 4 or above or equivalent	✓		
ECDL or equivalent keyboard skills		✓	
<b>Experience</b>			Application form & Interview
Experience in a similar role with knowledge of referral to booking/patient related administration systems and processes.		✓	
Experience of working in administration role.	✓		
Previous experience of PAS, Patient Centre, EMIS, OPAS.		✓	
Experience of electronic appointment booking.		✓	
Experience of AccuRx.		✓	
Experience of ENVOY		✓	
Experience of working in a customer care environment.	✓		
Experience of working within a team.	✓		
Proficient in the used of Microsoft Office including, Word, Excel, Outlook.	✓		
Able to work unsupervised for short to medium periods of time.	✓		
<b>Personal Attributes</b>			
Honest and acts with integrity	✓		
Willing to adapt to the changing needs of the service, taking on board new ideas, skills and knowledge	✓		

<b>Other</b>  Ability to travel across all ELHT sites  Ability to work flexibly to meet the needs of the service	✓  ✓		Application Form & Interview

## **EFFORT FACTORS**

### **PHYSICAL EFFORT**

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Restricted sitting position for VDU usage	Daily	Constant	N/A	N/A

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes	Every shift	More than 20 mins On each occasion	N/A

### **MENTAL EFFORT**

Are there any duties requiring particular concentration?	How Often?	For How Long?
Particular concentration needed when inputting data.	Daily	All of working day.
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Work pattern may require administrator from one activity to another e.g. cancelling patients or booking patients at short notice.	1 to 3 times per week	

### **EMOTIONAL EFFORT**

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Occasionally, could be required to deal with patients who are anxious/irate about delays in appointments.	Indirect	Weekly, sometimes daily. Daily/Weekly

Dealing with emotionally upset patients.	Direct	
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### **WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions?	How Often?
Use of VDU more or less continuously.  Constant telephone work i.e. patient contact, general enquiries	For most of the shift.