

PERSON SPECIFICATION

POST:FORTUNESWELL UNIT WARD CLERK / RECEPTIONIST

CATEGORY	CRITERIA	Score per criteria	HOW ASSESSED THROUGH SELECTION PROCESS
EDUCATION, QUALIFICATIONS & TRAINING	Educated to GCSE (grade C or above) including English and Maths equivalent	2	<i>Application form, certificates at interview</i>
	Evidence of personal development and a willingness to undertake any further training necessary for the post.	2	
	Experience in working with multiple departments (haematology/Oncology experience an advantage)	1	
E, Q & T total score:			
KNOWLEDGE & EXPERIENCE	Significant and recent relevant experience with at least 1 years experience of working in the NHS, Outpatients in particular	1	Application form and questions at interview
	Experience in using Microsoft Office and Excel	2	
	Experience of Nursing and communicating with oncology/haematology patients	1	
K & E Total Score			

SKILLS & ABILITIES	Experience in the use of Patient Administration System or similar	2	<i>Application form, questions at interview and/or test</i>
	Evidence of effective communication including written, oral and electronic with nursing and medical staff	2	
	Evidence of ability and flexibility to organise and respond quickly to changes, organising and prioritising workload to meet deadlines within the defined boundaries of the department.	2	
	Demonstrate sympathetic understanding and empathy with cancer patients	3	
	Evidence of ability to work on own initiative but also as part of a team	2	
	Evidence of ability to develop systems to promote efficient and effecting working within the team	2	
	An understanding of the meaning of confidentiality and the requirement for this to be maintained	2	
S & A Total Score			
Total shortlisting score:			

Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important
SHORTLISTING CRITERIA

Each candidate will be scored against the person specification as follows:

- 3 points = fully meets or exceeds the criteria
- 2 points = significantly meets criteria although falls short on minor aspects
- 1 points = partially meets criteria but falls short on key aspects
- 0 points = does not meet criteria