

# BIRMINGHAM AND SOLIHULL MENTAL HEALTH FOUNDATION NHS TRUST

## PERSON SPECIFICATION

**JOB TITLE: Team Administrator**

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>Training and Qualifications</b>	<p>GCSE English or above and ability to demonstrate excellent use of the English language/grammar</p> <p>Proven ability to type accurately at 60 wpm</p> <p>NVQ Level III in Business Admin or equivalent</p> <p>Evidence of IT skills Typing/Word Processing to level RSA II or equivalent</p>		<p>Certificates</p> <p>Application Form</p> <p>Interview</p> <p>Typing Test</p>
<b>Knowledge and Experience</b>	<p>Significant experience of providing secretarial support at senior management level</p> <p>Significant experience of taking minutes as a senior level</p> <p>Experience of liaising with senior management and clinical staff from a range of disciplines and agencies</p> <p>Understanding of mental health issues</p> <p>Extensive knowledge and experience of Microsoft office, power-point, outlook and excel</p> <p>Knowledge of the Data Protection Act and Information Governance</p>	<p>Senior secretarial experience in the NHS</p> <p>Ability to supervise and help new/temporary members of staff</p> <p>Initiative in instituting new/revising existing systems to improve working practices</p> <p>Shorthand skills</p>	
<p><b><u>Competencies</u></b> <b>(Behaviours)</b></p> <p><b>High level written &amp; verbal communication skills</b></p>	<p><b><u>Definition for this role</u></b></p> <p>Excellent written and verbal communication skills.</p> <p>Ability to take minutes and provide support for meetings</p> <p>Competence in audio transcription via digital dictation systems</p> <p>Ability to deal professionally with sensitive and confidential information on the telephone</p>		<p>Interview</p> <p>Application Form</p>

<b>Organisation &amp; Planning</b>	<p>Able to plan and manage own work ensuring timelines are met.</p> <p>Ability to deal professionally with information and able to observe confidentiality at all times</p> <p>To have a demonstrable commitment to quality assurance</p> <p>Ability to work on own initiative</p> <p>Manage and prioritise own workload</p> <p>Ability assess the importance / urgency of a situation and take appropriate action</p>		<p>Interview</p> <p>References</p>
<b>Valuing diversity</b>	<p>Shows respect &amp; understanding of diversity &amp; values difference, treats all people fairly and appropriately</p>		<p>Interview</p> <p>References</p>
<b>Relationship building</b>	<p>Flexible, professional and customer focussed</p> <p>Excellent interpersonal skills</p> <p>Successfully builds and maintain effective relationships with senior managers</p>		<p>Interview</p> <p>References</p>
<b>Other</b>	<p>Resilient, empathetic and motivated,</p> <p>Ability to see opportunities for development of role, self, staff and service</p>		<p>Interview</p> <p>References</p>

**Prepared by:** Carolyn Mullett  
**Designation:** Business Support Manager – SCCS  
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