

Person Specification

Post Title	Admin Assistant
Band	Band 3
Directorate	Trafford
Location/Base	Crossgate House, Sale
Responsible to	Kathryn Webster
Accountable to	Clair Watson

Job Summary/Purpose

Processing of referrals, appointment coordination, correspondence, reports, working to deadlines and prioritising duties as appropriate. Accurate recording of data quality information. To have a flexible approach in providing admin support to the multi-disciplinary teams working with a client group with mental health problems. There will be client and carer telephone contact therefore good communication skills are essential as is attention to detail.

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria - Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed – AP = Application form IN = Interview OA = Other Assessment
Education / Qualifications - to be able to complete the duties as laid out on the Job Description		
Recognised competency-based level 3 qualification in a relevant subject (e.g. NVQ, B-TEC QCF, Apprenticeship), or equivalent demonstrable experience.	Other relevant IT qualifications	AP
Experience - to be able to complete the duties as laid out on the Job Description		
The post holder should: Have experience in working in a busy office environment. Have experience of working in an office environment that ensures confidentiality is maintained at all times	Have experience of working with members of the public. Including patients/service users Familiar with all office equipment Experience of working in Healthcare setting Using EPR systems	AP IN
Knowledge - to be able to complete the duties as laid out on the Job Description		
The post holder should: <ul style="list-style-type: none"> The Data Protection Act Patient Confidentiality 	<ul style="list-style-type: none"> Mental Health issues and challenges 	AP IN
Skills and Abilities - to be able to complete the duties as laid out on the Job Description		

<p>The post holder should:</p> <ul style="list-style-type: none"> • Effective time management skills • The ability to prioritise and plan conflicting and complex work demands • An excellent telephone Manner • Outstanding communication Skills • Advanced keyboard Skills • The ability to navigate IT systems, Inc. Excel, Word and PowerPoint • A caring and sensitive attitude when communicating with staff and patients • Ability to be numerate and provide statistical data accurately • Minutes/Note Taking 	<ul style="list-style-type: none"> • Patient administration background • Knowledge of the EPR system 	AP IN
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> • There is an occasional requirement to travel mainly within the Trafford area in order to fulfil the role and an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role. 		IN

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.