

Person Specification

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Knowledge of a range of secretarial procedures and software programmes</p> <p>Able to prioritise own workload effectively and to concentrate, carrying out tasks accurately and in a timely manner</p> <p>Excellent communication skills to effectively exchange information (sometimes complex) to a wide variety of staff, patients and external agencies</p> <p>Demonstrate good judgement when dealing with potentially difficult situations</p> <p>Ability to deal with occasional emotional or distressing situations either face to face or over the telephone</p> <p>To be well organised and methodical when carrying out tasks</p>	<p>Advanced keyboard skills</p>	<p>Application form, interview, references</p>
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>Minimum of 5 GCSES or equivalent including English and Maths</p> <p>NVQ III or equivalent</p>	<p>Level 4 Healthcare Science Associate qualification</p> <p>Attendance at foundation improvement training and the new and aspiring leaders program within first year of role</p>	<p>Application form, interview,</p>

EXPERIENCE		
Essential	Desirable	Assessment Method
<p>Relevant secretarial/administrative experience</p> <p>Experience of using electronic spreadsheets, databases, PowerPoint and Excel</p>	<p>Experience in developing and maintaining databases and producing reports</p> <p>Experience of using a computerised appointments system</p> <p>Experience of working in a healthcare setting and basic knowledge of the NHS</p>	<p>Application form, interview, references</p>
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<p>To be able to deal with and manage frequent interruptions</p> <p>To be able to respond effectively and positively to the changing needs of the service</p> <p>Ability to carry out duties that involve light and occasional moderate physical effort throughout the working day</p>	<p>A friendly and courteous personality</p> <p>Ability to perform well under pressure</p> <p>Ability to function well as an individual and as part of a team</p>	<p>Application form, interview, references</p>