

Person Specification

Job Title: Team Leader

Department: Centralised Outpatient Services



North Bristol
NHS Trust

Criteria	Where Found (Application Form, Interview References)	Essential	Desirable
Education/Training/Qualifications			
Good GCSE or A Levels (Including Maths & English or equivalent)	Application Form	X	
Evidence of recent Leadership/Management programme	Application Form/Interview		X
Commitment to personal development	Application Form	X	
Work Experience			
NHS experience preferably within an Outpatient setting	Application Form/Interview		X
Experience of working under pressure and managing workload of a team with competing priorities	Application Form/Interview	X	
Experience of supervising a contact centre team and associated HR management	Application Form/Interview		X
Experience of working as part of a team in a multi-disciplinary environment	Application Form/Interview	X	
Knowledge/Skills/Abilities			
Excellent written and verbal skills		X	
Evidence of leading meetings and taking appropriate notes		X	
The ability to work under pressure, within a busy environment, prioritise own workload, and work to tight deadlines.		X	

High level skills and understanding in Waiting Lists Management and Data Validation			X
Personal Qualities/Special Circumstances		X	
Ability to be calm and professional when working under pressure		X	
Confident and sympathetic when dealing with patients/staff		X	
Personal resilience		X	
Positive Outlook, can do attitude		X	