

**YORK AND SCARBOROUGH TEACHING HOSPITALS NHS FOUNDATION
TRUST**

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications,	<p>GCSE English Language, Grade C or above (or equivalent)</p> <p>Word processing skills – OCR II (or equivalent e.g. RSA II)</p> <p>Typing skills OCR II (or equivalent e.g. RSA II)</p>	<p>ECDL</p> <p>Qualification or appropriate training in Customer Service</p>
Knowledge	Knowledge of office applications and procedures	Knowledge of medical terminology
Experience	<p>Minimum 6 months secretarial/administrative experience</p> <p>Experience of working in a customer focused environment</p> <p>Experience of using a variety of IT applications, including Microsoft Office</p>	NHS Experience
Skills	<p>Effective communication skills, verbal and written</p> <p>Proficient audio typist with the ability to accurately transcribe complex audio tapes and type complicated medical information whilst subject to frequent interruption</p> <p>Ability to cope with distressing and emotional situations with patients,</p>	Ability to exercise judgement and resolve problems

	<p>relatives and staff</p> <p>High level of interpersonal skills, including sensitivity, diplomacy and empathy</p> <p>Excellent organisational skills</p> <p>Ability to assimilate new practices and knowledge</p> <p>Ability to be flexible and to adapt to new demands</p> <p>Ability to get on well with members of a team</p>	
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