

## PERSON SPECIFICATION

**Post Title:** Secretary and Assistant HWB Coordinator

**Department/Group:** Occupational Health & Wellbeing Service / Workforce

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<b>Experience</b>  Specify the relevant experience required to be competent in role.	<ul style="list-style-type: none"> <li>Demonstrable secretarial/administrative experience</li> <li>NVQ 3 Business/Administration or equivalent</li> <li>Excellent knowledge of working on a variety of databases.</li> </ul>	AF  AF  AF, I	<ul style="list-style-type: none"> <li>Experience within NHS or similar setting</li> </ul>	AF
<b>Qualifications</b>  Specify the qualifications required to be competent in role:	<ul style="list-style-type: none"> <li>Recognised typing qualification (e.g. RSA III or equivalent).</li> <li>Good standard of general education including GCSE's (or equivalent) in English &amp; Maths at grades A-C. or equivalent</li> </ul>	AF  AF/Certificates  I		AF/Certificates AF
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Able to use own initiative.</li> <li>Ability to work as part of a team.</li> <li>Flexible to meet the needs of the department.</li> <li>Excellent organisational skills – i.e. changing clinics, setting up rotas/schedule, ability to organise and co-ordinate any internal/external clinics.</li> <li>Ability to manage own workload.</li> <li>Ability to work in a challenging and busy environment whilst meeting deadlines.</li> </ul>	I I I I I I I I I I	<ul style="list-style-type: none"> <li>Flexible approach to work</li> <li>Good interpersonal and customer service/care skills</li> </ul>	I I
<b>Management / Supervision / Coordination skills</b>	<ul style="list-style-type: none"> <li>Ability to organise own workload effectively and without supervision.</li> <li>Ability to supervise administration / reception staff.</li> <li>Manage and co-ordinate clinical and non clinical rotas for both internal and external clinics.</li> <li>Ensure rotas are mirrored on Cority system.</li> <li>Excellent organisational skills.</li> <li>Ability to delegate work flow.</li> </ul>	I I I I I I I I		AF / I  AF / I  I  I AF / I AF / I

<b>Written skills</b>  <b>Specify the level of written skills, requiring the use of English, routinely required by the post-holder</b>	<ul style="list-style-type: none"> <li>Proficiency in reading, spelling and writing of English language.</li> <li>To be able to follow written instructions in English.</li> <li>High degree of accuracy and attention to detail (e.g. writing letters, transcribing minutes).</li> <li>Ability to write letters and procedures.</li> <li>To be able to write clear and concise messages.</li> <li>Good standard of written communications.</li> </ul>	               		AF   AF   AF   AF
<b>Communication/Verbal skills</b>  <b>Specify the extent and frequency the post holder will be required to use a range of communication skills.</b>  <b>Specify the main type(s) of communication the post holder will be required to use.</b>	<ul style="list-style-type: none"> <li>Ability to communicate effectively at all levels.</li> <li>Good telephone manner.</li> <li>Ability to effectively liaise internal meetings by using e-mail and telephone contact.</li> <li>Ability to communicate effectively using clear and concise language (e.g. telephone contact and email with staff, managers and outside agencies).</li> <li>Regularly attend internal and external meetings.</li> <li>Ability to conduct face to face contact.</li> <li>Well-developed communication and interpersonal skills.</li> <li>Effective communication at team/departmental level.</li> </ul>	                 		AF / I AF / I AF / I  AF / I   AF / I AF / I AF / I  AF / I
<b>Responsibility for financial and physical resources</b>  <b>Specify the extent to which the post holder has responsibility for financial resources and physical assets.</b>	<ul style="list-style-type: none"> <li>Responsible for ordering of stationery / equipment to meet the requirement of the service.</li> </ul>	AF, I		
<b>Knowledge</b>  <b>Specify any specialist knowledge the post holder will be required to hold</b>	<ul style="list-style-type: none"> <li>Experience of all Microsoft packages, Excel, Access, Powerpoint and other Databases.</li> <li>Ability to set up database i.e. excel database.</li> <li>Ability to undertake audits, using excel spreadsheets and using the current Cority database system.</li> </ul>	AF, I        		AF, I
<b>Physical skills</b>  <b>Specify the extent and frequency the post holder will be required to use physical skills.</b>	<ul style="list-style-type: none"> <li>Ability to accurately and quickly use keyboard.</li> <li>Ability to accurately transcribe minutes which can be complex in nature.</li> <li>To safely and effectively carry out manual handling and moving tasks in line with the responsibilities of the role.</li> <li>Ability to continuously use a computer.</li> </ul>	             		

<b>Mental Effort</b>  Specify the extent the post holder will be required to concentrate for prolonged periods and cope with regular interruptions.	<ul style="list-style-type: none"> <li>Ability to concentrate and work accurately.</li> <li>Ability to undertake heavy and varied workload.</li> <li>Ability to process data relating to pre-employment medical assessments / management referrals.</li> <li>Ability to input results onto database and dependent upon results send follow up letters for immunisations.</li> <li>Ability to organise external/internal nurse sessions, to include the organising and ordering of required stock/equipment.</li> <li>Ability to undertake multi -tasking and accurately undertake tasks.</li> <li>Ability to handle large volume of telephone enquiries.</li> <li>Ability to offer advice of a non-clinical nature.</li> <li>Ability to deal with a variety of different tasks at the same time.</li> </ul>	                 		AF / I AF / I AF / I  AF / I  AF / I  AF / I  AF / I AF / I
<b>Working Conditions</b>  Specify the extent / frequency the post holder will be required to work in challenging working conditions.	<ul style="list-style-type: none"> <li>Maintain a safe working environment.</li> <li>Ability to handle calls of sensitive nature.</li> <li>Post holder may be exposed to aggressive behaviour.</li> </ul>	   		
<b>Emotional Effort</b>  Specify the nature, frequency and duration the post holder will be required to deal with distressing or emotionally demanding duties.	<ul style="list-style-type: none"> <li>Ability to deal sensitively with patients/relatives and provide reassurance on an occasional basis.</li> <li>Ability to work in a pressurised environment.</li> </ul>	  		
<b>Other</b>	<ul style="list-style-type: none"> <li>Not applicable.</li> </ul>			

### Notes on completion

Please complete only the criteria that are relevant to the post otherwise leave blank.

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form  
I - Interview

If you have any queries please contact Rebecca Loydon [Rebecca.loydon@nhs.net] 0121 507 3812 / 07976 075505

*I confirm that this Person Specification has been discussed and agreed with me.*

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_