

Person Specification

Job Title: Emergency Department Administration Team Assistant **Division:** Emergency

Job Requirements		Weighting
<p>QUALIFICATIONS/TRAINING</p> <ul style="list-style-type: none"> • Level of education • Professional qualifications • Vocational Training • Post basic qualifications • Training and learning programmes/courses 	<ul style="list-style-type: none"> • GCSE or equivalent in Maths and English at Grade C or above • RSA or NVQ Level 3 or equivalent 	<p>E</p> <p>E</p>
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Length and type of experience • Level at which experience gained 	<ul style="list-style-type: none"> • Experience of reception duties • Significant experience working with the public • Previous experience of working within a healthcare environment • Understanding of data confidentiality • Understanding of clinical coding or willingness to learn • Experience of using the electronic patient administration system - Lorenzo 	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>D</p>
<p>SKILLS/KNOWLEDGE</p> <ul style="list-style-type: none"> • Range and level of skills • Depth and extent of knowledge 	<ul style="list-style-type: none"> • Excellent IT skills and experience in the use of Microsoft Office suite including Word, Outlook and Excel. • Accurate and advanced keyboard skills • Excellent interpersonal and communication skills both written and verbal • Knowledge of the Trust's policies and procedures • Excellent customer service skills • Ability to work under pressure and prioritise own workload 	<p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>

<p>PERSONAL QUALITIES</p> <ul style="list-style-type: none"> • Sometimes called attributes 	<ul style="list-style-type: none"> • Tactful and diplomatic • Adaptable and flexible • Organised, professional and punctual • Ability to work and communicate with people at all levels • Team player • Ability to concentrate for prolonged periods • Ability to deal with unpredictable workload and frequent interruptions • High degree of discretion and initiative • Good attention to detail • Awareness of own limitations • Able to work independently and as part of a team • Positive approach to change • Able to work with staff at all levels within the Trust • Demonstrates a high level of personal motivation • Able to work to tight deadlines in a busy environment 	<p>E E E E E E E E E E E E E</p>
<p>OTHER JOB REQUIREMENTS</p> <ul style="list-style-type: none"> • Physical attributes • Specific job circumstances such as unsocial hours • Special requirements such as car driver 	<ul style="list-style-type: none"> • Good personal presentation • Flexibility in working hours, including unsocial • Ability to occasionally travel to other sites within the Trust. 	<p>E E E</p>

*** Notes on Completion**

JOB REQUIREMENTS

The job requirements are in effect the person specification, in that they specify the person who could do the job competently.

WEIGHTING

Please indicate for each criteria whether it is **Essential** or **Desirable**.