



Royal Cornwall Hospitals

NHS Trust

Person Specification For The Post Of: Clinical & Business System Support Officer

Job Reference: **Salary: Band 4** **Rising to:.**

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	English and Maths GCSE or equivalent qualification. Advanced ECDL/MOST qualified or equivalent qualification. Diploma or equivalent NVQ Level 4 qualification	IHCS/PAS training. ITIL Foundation qualification	Application form, Interview, References
EXPERIENCE	Previous experience of working in an IT software support role. Experience of working within clinical or business software and appreciation of the system administration.	System administration experience within Software. Extensive knowledge of the NHS Health community environment. Good understanding of IHCS, Maxims, or other health systems. Proven knowledge of patient care routes. Use of Service Anywhere or call management system	Application form, Interview, References
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING	Excellent interpersonal skills. Ability to prioritise and	NHS experience, Outlook/NHS mail, Proven substantial	Application form, Interview, references



Chairwoman: Dr Mairi McLean

Chief Executive: Mr Steve Williamson

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ANY SPECIAL KNOWLEDGE)	coordinate work to deadlines. Excellent communication and customer care skills. Excellent problem solving/trouble shooting skills. Ability to deal with system critical incidents effectively. Ability to learn complex systems quickly. Good MS Office skills.	knowledge of Clinical & Business software such as PAS, Maxims or ESR. Training and presentation experience. Lateral thinker. Ability to create reports using SQL queries	
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Patient, calm, organised, accurate, adaptable, team player, able to think on their feet, able to work unsupervised, able to work in a busy environment, good sense of humour, punctual, enthusiastic, committed, able to deal with a high workload and coordinate to meet deadlines. Able to make decisions.	Health & safety awareness of IT related issues. Able to adapt to change.	Interview, References
TRAINING	Mandatory training NHS Clinical and Business system training	Service Anywhere training MS Office training	
ADDITIONAL CIRCUMSTANCES	OH clearance Must be prepared to work outside normal office hours including evenings & weekends as required. Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable. Able to work at any NHS sites throughout Cornwall if necessary. Willing to travel, attend training and occasionally work		Application form, Interview, Occupational health clearance

	<p>outside of the Cornwall Health Community as required.</p> <p>Able to travel to any NHS site within and external to Cornwall in a timely way not necessarily by public transport.</p> <p>Smart appearance.</p> <p>Able to perform duties</p> <p>Able to concentrate for long periods ensuring accuracy is maintained at all times.</p> <p>Able to mentor colleagues and support them in their work.</p> <p>Able to deal with sensitive data issues in a professional and confidential manner.</p> <p>Able to calm difficult situations and assist users. Occasional direct telephone contact with agitated or angry customers.</p> <p>Ability to concentrate on your call in an environment of frequent interruption and peripheral noise</p>		
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