






PERSON SPECIFICATION

Assessment: A – Application Form, I – Interview, T – Test, P – Presentation, R – References,

Criteria	Essential or Desirable	Assessment
Experience and Knowledge <ul style="list-style-type: none"> • Good audio/typing skills • Good communication skills • Able to prioritise, delegate and organize tasks effectively • Friendly and professional telephone manner • Ability to work unsupervised in a professional manner • Demonstrate understanding of patient confidentiality 	E E E E E E	T A/I/R T/I I I I
Qualifications and Professional Training <ul style="list-style-type: none"> • Able to demonstrate a good basic education • NVQ Level 3 Business Administration (or equivalent level of qualification or work experience) • Minimum of 2 years medical secretarial experience or similar role • Understanding of RTT pathways RSA II (or equivalent level of qualification)	E E E D E	A/I A/I A/I A/I A/I
Skills and Abilities <ul style="list-style-type: none"> • Working knowledge of Computer systems • Knowledge of case note tracking policy and procedure • Knowledge of Winscribe dictation system • Working knowledge of Lorenzo systems • Supervisory experience within a health care setting • Knowledge of Medical Terminology 	E D D D D D	T/I I T/I I I I
Personal Qualities <ul style="list-style-type: none"> • Ability to respond to work as part of a team or on own initiative. • Conscientious and hard working • Ability to deal with distressing situations • Tact, diplomacy and resilience • Proven flexibility • Ability to adapt to change. • Commitment to personal development and service improvement 	E E E E E E E	A/I/R A/I I A/I A/I A/I A/I
Other <ul style="list-style-type: none"> • Friendly and professional manner 	E	I

Trust Values		
 <div>Effective open communication</div>  <div>Excellence and safety in all that we do</div>  <div>Challenge but support</div>  <div>Expect respect and dignity</div>  <div>Local healthcare that inspires confidence</div>	All Essential	All Interview

C – Pre-employment checks, O - Other