

## Person specification

<b>Post</b>	<b>ADMINISTRATIVE ASSISTANT</b>	<b>Band</b>	<b>3</b>
<b>Dept/ward</b>	<b>IMAGING</b>		

Essential = E Desirable = D		E or D	Application form	Interview
<b>Milton Keynes Hospital Standards</b>	Demonstrable ability to: <ul style="list-style-type: none"> <li>• Treat everyone with Respect, courtesy and kindness</li> <li>• Provide timely care and attention</li> <li>• Listen, inform and explain</li> <li>• Involve you as part of the team and work together</li> <li>• Are reassuringly professional</li> <li>• Provide and maintain a clean and comfortable environment</li> </ul>	All E	All A	All I
<b>Qualifications and knowledge</b>	<ul style="list-style-type: none"> <li>• Good standard of education – GCSEs or equivalent</li> </ul>	E	A	I

Essential = E Desirable = D		E or D	Application form	Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Team working</li> <li>• Relevant customer care work or previous clerical experience</li> <li>• Understanding of the role required.</li> <li>• Previous experience of working in a hospital department/frontline hospital role</li> <li>• Knowledge of computer systems</li> <li>• Previous NHS experience</li> <li>• Experience of handling inbound and outbound calls of a potentially sensitive nature.</li> </ul>	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>	All A	All I
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good verbal communication skills</li> <li>• Literate</li> <li>• Computer literate- knowledge of Microsoft packages.</li> <li>• Excellent organisational abilities.</li> <li>• Knowledge of medical terminology</li> <li>• Good attention to detail</li> <li>• Experience in minute taking</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>D</p>	A	I

Essential = E Desirable = D		E or D	Application form	Interview
<b>Personal and people development</b>	<ul style="list-style-type: none"> <li>• Adaptable</li> <li>• Ability to work under stressful conditions due to nature of the post</li> <li>• Professional attitude</li> </ul>	E  E  E	A	I
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Excellent communication skills, both verbal and written</li> </ul>	E  E	A	I
<b>Specific requirements</b>	<ul style="list-style-type: none"> <li>• Able to perform the duties of the post with reasonable aids and adaptations</li> <li>• Commitment to work regular evening shifts and weekend shifts as required</li> </ul>	E  E		

TheMKWay

CARE. COMMUNICATE.  
COLLABORATE. CONTRIBUTE.



Milton Keynes  
University Hospital  
NHS Foundation Trust

