

Person Specification

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| **Post** | Clinical Administrator |
| **Department** | Clinical Administration |

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Education/**  **Qualifications** | Good General Education | Vocational qualification i.e. ECDL, NVQ Level 2/3 in business administration or similar  Pitman/RSA Typing Qualification |
| **Background/ Record of Achievement** | Significant secretarial and administrative experience.  Administrative experience in an environment that requires the use of both manual and computerised administrative systems.  Experience in talking to members of the public, healthcare professionals and staff from other organisations  Working with a range of Healthcare Professionals at all levels.  Experience of dealing with telephone enquiries on sometimes difficult and sensitive issues.  Comprehensive knowledge of administrative processes and procedures in the workplace. | Secretarial and administrative experience in a clinical environment/health care setting  Experience of participation in service and quality improvement initiatives. |
| **Skills/Ability** | Good written and verbal communication skills.  Ability to organise and prioritise workload.  Ability to convey and receive information.  Input data both accurately and efficiently.  Excellent verbal and written communication skills at various levels and with a wide range of people.  Excellent telephone manner with attention to detail  Good IT skills including Outlook, Word and Excel.  Well organised and good time management skills  Maintain concentration and attention to detail whilst also dealing with interruptions.  Able to work on own initiative, prioritise own workload and consistently meet deadlines. | Experience of using clinical systems i.e. SystmOne.  Experience of using ESR or electronic rostering systems |
| **Qualities/**  **Attributes** | Be able to work flexibly and co-operatively as part of a wider team.  Able to remain both calm and productive whilst under pressure.  Approachable and adaptable.  A flexible and helpful manner should be demonstrated at all times.  Ability to respect and maintain confidentiality and integrity at all times.  Able to deal calmly and effectively with requests which may be highly emotive and relate to distressing circumstances. |  |
| **Other**  **Requirements** | Flexibility to work outside 08:00 to 17:00 if required |  |