



St Nicholas
Hospice Care

A Registered Charity No. 287773

Person Specification

Post	Clinical Administrator
Department	Clinical Administration

	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	<p>Significant secretarial and administrative experience.</p> <p>Administrative experience in an environment that requires the use of both manual and computerised administrative systems.</p> <p>Experience in talking to members of the public, healthcare professionals and staff from other organisations</p> <p>Working with a range of Healthcare Professionals at all levels.</p> <p>Experience of dealing with telephone enquiries on sometimes difficult and sensitive issues.</p> <p>Comprehensive knowledge of administrative processes and procedures in the workplace.</p>	<p>Secretarial and administrative experience in a clinical environment/health care setting</p> <p>Experience of participation in service and quality improvement initiatives.</p>
Skills/Ability	<p>Good written and verbal communication skills.</p> <p>Ability to organise and prioritise workload.</p> <p>Ability to convey and receive information.</p>	<p>Experience of using clinical systems i.e. SystemOne.</p> <p>Experience of using ESR or electronic rostering systems</p>

	<p>Input data both accurately and efficiently.</p> <p>Excellent verbal and written communication skills at various levels and with a wide range of people.</p> <p>Excellent telephone manner with attention to detail</p> <p>Good IT skills including Outlook, Word and Excel.</p> <p>Well organised and good time management skills</p> <p>Maintain concentration and attention to detail whilst also dealing with interruptions.</p> <p>Able to work on own initiative, prioritise own workload and consistently meet deadlines.</p>	
<p>Qualities/ Attributes</p>	<p>Be able to work flexibly and co-operatively as part of a wider team.</p> <p>Able to remain both calm and productive whilst under pressure.</p> <p>Approachable and adaptable.</p> <p>A flexible and helpful manner should be demonstrated at all times.</p> <p>Ability to respect and maintain confidentiality and integrity at all times.</p> <p>Able to deal calmly and effectively with requests which may be highly emotive and relate to distressing circumstances.</p>	
<p>Other Requirements</p>	<p>Flexible and willing to work outside contracted hours when required</p>	