

Person Specification

Job Title	Admissions Failsafe Officer		
AfC Band	3	Job Code	409-4471747

Method of Assessment: 'A' Application Form 'C' Certificate 'I' Interview 'R' Reference 'T' Test/Presentation

Person Specification		Essential	Desirable	Assessment
Qualifications				
1	Educated to GCSE level/equivalent qualification or experience	x		A/C
2	NVQ 3 in Business Administration/equivalent qualification or equivalent knowledge through formal training or experience	x		A/C
3	Word processing skills	x		A/C
Knowledge & Experience				
1	Excellent IT skills with knowledge and experience of Microsoft Office	x		A/I
2	Previous experience of working within a clerical environment	x		A/I
3	Able to deal with the public in person and via telephone	x		A/I
4	Previous NHS experience		x	A/I
5	Knowledge of medical terminology		x	A/I
Skills				
1	Self-motivated and ability to work using own initiative with limited supervision	x		A/I
2	Able to use own initiative and respond to new challenges, knowing when to escalate	x		A/I
3	Ability to organise/manage/prioritise own work schedule	x		A/I
4	Excellent communication and customer care skills	x		A/I
5	Ability to accurately maintain computerised and manual documentation systems	x		A/I
6	Able to promote good working relationships amongst team and colleagues	x		A/I
7	Ability to assist in the mentoring and training of new staff	x		A/I
8	Excellent interpersonal and influencing skills		x	A/I
9	Good understanding of Trust internal policies as appropriate		x	A/I
Other				
1	Excellent team player	x		A/I
2	Demonstrates an awareness of the importance of prompt timekeeping and good attendance at the workplace		x	A/I
3	Confident and sympathetic when dealing with patients/staff	x		A/I