

**Person Specification:**

| Attributes                      | Essential                                                                                                                                                                                                            | Desirable                        | Method of Assessment                        |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------------------------------|
| <b>Education/Qualifications</b> | General education to GCSE standard<br>Evidence of further development.                                                                                                                                               | A Levels or equivalent knowledge | Certificates                                |
| <b>Experience</b>               | Previous NHS experience<br>Previous admin experience in an outpatient area<br>Experience of working as part of a team<br>Experience of working with Trust's policies and procedures,                                 | Experience using HIVE            | Application Form<br>Interview<br>References |
| <b>Skills</b>                   | Good oral and written communication skills<br>Ability to prioritise<br>Good organisational skills<br>People person.<br>Advanced keyboard skills                                                                      |                                  | Application Form<br>References<br>Interview |
| <b>Knowledge</b>                | Knowledge of a range of administrative duties<br>Confidentiality<br>Knowledge of a range of software packages i.e Excel, HIVE and Outlook                                                                            | RTT targets                      | Application Form<br>References<br>Interview |
| <b>Aptitudes</b>                | Conscientious and hard-working<br>Team player<br>Tactful and diplomatic<br>Willingness to undertake training<br>Flexible<br>The ability to remain calm and professional under pressure<br>Caring/professional manner |                                  | Application Form<br>References<br>Interview |