



Person Specification / Interview Score Sheet

Job Title: IBD Support Worker/ Administrator

Accountable to: Lead IBD Nurse Specialist

Criteria	Essential Criteria	Desirable Criteria	Mgmt Score	Essential HI*	Desirable HI*
Qualifications	<ul style="list-style-type: none">• NVQ 3 or working towards in health and social care/customer service and administration• To be educated to GCSE (or equivalent) standard with a pass in English and mathematics.• Basic computer and keyboard skills.• Evidence of continuing professional development.				
Experience	<ul style="list-style-type: none">• Previous experience of working in an acute care setting within a busy hospital environment.• Experience of clerical duties in an office/administration environment.• Experience in the use of Microsoft Office modules (Excel, Microsoft Word, PowerPoint) and the use of databases.	<ul style="list-style-type: none">• Willingness to train others.• Experience of working with a range of different people.			
Technical Skills Competencies	<ul style="list-style-type: none">• Competent in the use of hospital IT systems such as EPR, Evolve, HICSS.• Excellent organisational and interpersonal skills.• Able to work on own initiative.• Able to work as a team player as part of a multidisciplinary team.				

Knowledge	<ul style="list-style-type: none"> • Able to develop skills and knowledge. • Methodical approach to organising work. • Able to demonstrate attention to detail and to work with accuracy when undertaking repetitive tasks. 				
Other requirements specific to the role	<ul style="list-style-type: none"> • Understanding of personal accountability and the need to recognise limitations. • Works within and promotes UHD values. • Requirement for concentration and sitting in a restricted position. 	<ul style="list-style-type: none"> • Basic understanding or roles and functions of related departments. 			
Personal Attributes	<ul style="list-style-type: none"> • Able to be flexible to suit the needs of the service. • Friendly and approachable manner. • Positive and enthusiastic approach to duties. • Trustworthy and reliable. • Ability to work under pressure, remain calm and prioritise duties. • To demonstrate a good understanding of the importance of confidentiality and data protection. • Able to manage time effectively. • Behaves in a professional manner at all times by setting and maintaining a high personal and professional standard that enables effective working relationships with others. • Excellent communication skills, written, by telephone or face to face using tact, negotiation skill or persuasion where there may be barriers or the need for a better understanding. 	<ul style="list-style-type: none"> • To have the ability to show empathy when dealing with highly sensitive issues. 			
Language requirement	<ul style="list-style-type: none"> • Be able to speak English as necessary to undertake the role. 	Total Score			

Scoring Key:

1	Does not meet criteria
2	Below requirement (serious shortcomings)
3	Acceptable level of competence (some shortcomings in performance)

***HI – How Identified**

A	Application form
I	Interview
T	Test

4	Acceptable level of competence (quality evidence provided)
5	Exceptional standard

P	Presentation
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