"Creating a great place to be cared for and a great place to work."

PERSON SPECIFICATION		
Requirements	**Essential**	**Desirable**
Education and qualifications	General education to GCSE standard or equivalent experience	IT qualification
Experience	Previous administration/customer service experience Awareness of confidentiality issues Use of Microsoft applications Proven experience of team working Working with spreadsheets and/ or databases and NHS/similar healthcare setting medical records Experience of data handling including generation of reports	Previous NHS/maternity experience Experience of dealing with the National Standards of the NHS Antenatal and Newborn Screening Programmes.
Skills, ability and knowledge	Strong IT and keyboard skills, accurate data entry Able to work under pressure and to tight deadlines whilst retaining accuracy and attention to detail. Works independently and as part of a team, able to actively contribute. Excellent interpersonal and communication skills Strong problem-solving skills Logical approach to work, thorough and accurate. Exemplary telephone manner Good planning and organising skills Ability to understand, analyse, interpret,	Knowledge of NHS systems (Badgernet, S4N, S4 Hearing, Newborn blood spot failsafe, PACS, Lorenzo)

	and report data accurately. Requirement to develop or create reports. Able to plan a programme of work to ensure regular updates are given and that all reporting deadlines are met.	
Personal Qualities	Ability to travel as required Have a positive attitude Good communicator, showing patience and tact when dealing with staff, patients, and members of the public Ability to be adaptable and cope well with change The ability to deal thoughtfully and diplomacy, in difficult and potentially stressful situations with patients and/or their relatives Ability and willingness to undergo training and development Ability to work both on your own initiative and as part of a team Ability to be flexible within your role and reliable Smart appearance	