

**WALSALL HEALTHCARE NHS TRUST  
PERSON SPECIFICATION**

**POST:** Access Administrator

**GRADE:** Band 2

Job Requirements	How Tested	Weighting
<p><b>QUALIFICATIONS</b></p> <p>Good standard level of education (2 GSCE's or equivalent).</p> <p>NVQ level 2 in Customer Service (or equivalent).</p>	<p>A</p> <p>A</p>	
<p><b>EXPERIENCE</b></p> <p>Experience with dealing with patients or working in a customer focused environment.</p> <p>Experience of using IT systems/data input.</p>	<p>A/I</p> <p>A/I</p>	
<p><b>SKILLS AND KNOWLEDGE</b></p> <p>Good keyboard, IT and administrative skills.</p> <p>Good communication skills</p> <p>Ability to work as part of a team.</p> <p>Equivalent level of knowledge gained through experience ie 18 weeks RTT</p> <p>Able to contribute to the, modification, structure, maintenance, presentation and information within a team or as assigned.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	
<p><b>OTHER</b></p> <p>Able to develop own skills and knowledge and participate</p> <p>Able to contribute to the improvement of service.</p> <p>Able to maintain quality in own work and encourage others to do so.</p>	<p>A / I</p> <p>A / I</p> <p>A / I</p>	

**How Tested**

**A = Application form**  
**I = Interview**  
**T = Test**  
**P = Presentation**  
**O = Other**  
**R = Reference**

**Weighting**

**H = High**  
**M = Medium**  
**L = Low**

