

PERSON SPECIFICATION

Band: 4		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>Able to prioritise and manage own workload</p> <p>Able to work independently and with limited supervision</p> <p>Able to work effectively under pressure/cope with distractions</p> <p>Good all-round IT knowledge</p> <p>Excellent organisational skills</p> <p>Proficient with MS Office suite, in particular Excel, Word and Outlook</p> <p>Competent user of MS Teams</p> <p>Able to produce high quality correspondence and reports to meet specified deadlines</p> <p>Understands the need for confidentiality</p> <p>Excellent attention to detail</p>	<p>Safeguarding knowledge</p> <p>Able to draft and compile accurate reports</p> <p>Data analysis and interpretation skills</p> <p>Knowledge of project management or information analysis</p> <p>Understanding of mental health issues</p> <p>Understanding of Data Protection Act</p> <p>Car driver</p>
Qualifications – Academic/Skills/Professional	<p>Higher Education qualification (i.e. A Level/NVQ 3 standard) or extensive equivalent/previous experience in an Administration role</p> <p>GCSE English and Maths</p>	Administration/secretarial qualifications

Further Training or Job Related Aptitude and Skills	Desire to attend courses relating to role as appropriate	Able to travel between sites if required, to provide cover
	Able to work flexibly across other teams, if required	
Experience	<p>Relevant experience of working in an office environment as an administrator</p> <p>Relevant experience of working in a supervisory role</p> <p>Proven experience of using databases to add/ amend/ retrieve information</p> <p>Experience of working to deadlines and prioritising a heavy workload</p> <p>Experience of managing diary systems and tracking information</p>	<p>Experience of using healthcare patient record systems e.g. RIO</p> <p>Experience of working in children's services</p> <p>Experience of working in healthcare administration or public sector administration</p> <p>Minute-taking experience</p>

Personal Qualities	<p>Ability to deal with the public in a polite and professional manner</p> <p>Able to communicate with staff at all levels of the Trust and outside agencies in a confident and effective manner</p> <p>Team player with ability to plan and organise work within the admin team to meet particular service needs</p> <p>Excellent telephone manner and listening skills</p> <p>Shows empathy; kind and understanding; able to deal with people who may be angry or upset</p> <p>Flexible attitude and able to handle multiple tasks</p>	
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