

University Hospitals Dorset

Person Specification / Interview Score Sheet

Job Title: PA to Consultant Neonatologist

Accountable to: Operational Support Child Health

Criteria	Essential Criteria	Desirable Criteria	Mgmt Score	Essential HI*	Desirable HI*
Qualifications	GCSE English language (minimum grade C) or equivalent Typewriting/word processing RSA III or demonstrable equivalent experience Good educational background	Medical secretary diploma NVQ3 Business and Admin			
Experience	Minimum of two years' experience in the role of Medical Secretary and/or appropriate secretarial experience and qualification Recent experience of Microsoft software package, including Word and Excel	Shorthand and/or minute/note taking Supervisory/line management experience			

Technical Skills Competencies	<p>Excellent communication skills, both written and verbal</p> <p>Demonstrable PC and secretarial skills</p> <p>Demonstrable ability in the use of medical terminology</p> <p>Ability to plan, organise and prioritise own workload and that of others</p> <p>Ability to supervise the workload of junior secretarial/clerical support staff within the Consultant(s) team</p> <p>Ability to build good working relationships at all levels</p> <p>Ability to identify solutions to problems, mainly based on precedent</p> <p>Ability to work under pressure</p> <p>Ability to work flexibly according to the needs of the service and adapt to changing aspects of the service</p> <p>Ability to work as an effective team member as well as individually using own initiative</p>				
Knowledge	<p>Ability to understand Trust procedures and policies relating to the role</p> <p>Understanding of the requirements of the Data Protection Act and Freedom of Information Act and their application in the workplace</p>	Trust computerised systems including CaMIS, EPR			
Other requirements specific to the role					

Personal Attributes	Professional approach Pleasant manner Confidence in dealing appropriately with patients, relatives and Health Service professionals, by telephone and in person, in sometimes distressing situations Demonstrate effective customer service skills, understanding the importance of maintaining ownership and responsibility for the resolution of enquiries Appreciation of patient-centred care Willingness to learn				
Language requirement	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)
4	Acceptable level of competence (quality evidence provided)
5	Exceptional standard

***HI – How Identified**

A	Application form
I	Interview
T	Test
P	Presentation