

PERSON SPECIFICATION

ATTITUDE, BEHAVIOUR AND VALUES

Essential

Always puts patients first
Customer service focus
Willing and able to take personal responsibility
Demonstrates passion for excellence
Seeks out and takes opportunities for improving the service offered
Takes pride in their work and their team
Flexible in their attitudes and behaviours to support team working and delivery of objectives
Respects, values and cares for others
Supports learning and development of self and others
Supports and promotes equality and diversity

QUALIFICATIONS AND FURTHER TRAINING

Essential

RSA, NVQ or equivalent typing and computer skills
English GCSE Grade C or equivalent
Microsoft Office (Excel, Word, Outlook)

Desirable

At least 60 wmp typing skills
ECDL
AMSPAR Diploma

EXPERIENCE

Essential

Previous administration experience
Previous experience of working in a busy office and dealing with conflicting demands

Desirable

NHS experience
Experience of working in a front line position with the general public

KNOWLEDGE

Essential

NHS Constitution
Trust vision, values and strategic objectives

Desirable
Of NHS system and procedures

SKILLS

Essential

You can communicate effectively to ensure high standards of care, treatment, service or support as appropriate to your role.

You have a good understanding of their communication, physical & emotional needs; can identify their individual needs and preferences, their changing needs and recognise and promote their independence

Able to provide a customer focussed service

OTHER REQUIREMENTS

Essential

Able to demonstrate that you are honest, reliable, and trustworthy

Treat patients, visitors, colleagues with respect

Ability to travel between Trust sites

Ability to be flexible to meet the needs of the team, the service, and the Trust