

PERSON SPECIFICATION		
Requirements	Essential	Desirable
Education and qualifications	Good general education including English and Mathematics Good general computer skills NVQ level 2 or a willingness to complete	ECDL or equivalent. NVQ level 3
Experience	Previous experience of working with general public Previous knowledge of health care- clinical support/ancillary work	
Skills, ability and knowledge	Ability to communicate clearly and effectively (to understand and be understood) Ability to follow a clear instruction and feedback to senior staff Ability to work as a team member and also on own initiative with minimal supervision IT skills to basic level Good basic hygiene skills Ensures that own actions support equality, diversity, rights and maintain quality Understands confidentiality	Aware of NHS structure and any current issues
Personal Qualities	Good communication skills. Ability to think quickly and act on given instruction. Approachable and diplomatic. Self-motivated, enthusiastic, innovative, flexible Proactive and show foresight Adaptable to the changing needs of the service	