

Person Specification

1. SERVICE DEVELOPMENT LEAD – BAND 5

Criteria	Essential	Desirable
Training & Qualifications	<ul style="list-style-type: none"> • A level qualification or equivalent experience • Evidence of continuing professional development 	<ul style="list-style-type: none"> • Typing/word processing qualification to RSA/OCR III standard • NVQ Level 3 Business Management
Experience & Knowledge	<ul style="list-style-type: none"> • Working within a clinical organisation /team • Experience of the NHS • Experience of supervising/managing others • Extensive IT experience and advanced knowledge of MS office packages including Excel, Outlook and Word • Demonstrate experience of dealing with a wide range of stakeholders and providing information and advice • Excellent communication skills • Diplomacy/tact • Able to work as part of a team 	<ul style="list-style-type: none"> • Knowledge of Acute Trust administration processes and procedures • Experience in project management • Knowledge of business management procedures • Experience of working in a changing environment • Experience of working with both paper based and computer based systems

	<ul style="list-style-type: none"> • Demonstrate a high standard of accuracy • Conversant with modern office procedures • Understanding and maintenance of confidentiality • Ability to work as an effective team member. 	
Personal Skills	<ul style="list-style-type: none"> • Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others • Able to work across professional and organisational boundaries • Ability to take responsibility for own work load and manage time effectively • Ability to plan, prioritise, secure and organise resources • Ability to communicate complex issues through written and verbal reports and presentations • Effective team worker • Ability to act on own initiative and independently within policies and procedures, referring to manager as required • Advanced keyboard skills for the regular use of computer systems • Good numeracy skills with ability to interpret and understand financial concepts • Able to identify and implement service improvements working with others to achieve efficiencies 	<ul style="list-style-type: none"> • Advanced Microsoft Office • Knowledge/experience of HR policies and processes • Experience of Risk Management • Involvement in audit and in setting up and monitoring projects/ new developments and an understanding of quality issues • Experience of understanding of Service Level Agreements and key performance indicators and their correlation to business aims and objectives

	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, with experience of dealing with people at all levels • Strong organisational skills - able to deliver agreed objectives within an agreed timeframe • Problem solving skills • Excellent attention to detail • Experience of the delivery of objectives within a constantly changing environment • Setting up and using IT data collection formats and databases to produce reports for management information • Knowledge of data protection legislation 	
Other	<ul style="list-style-type: none"> • Understanding of and commitment to equality of opportunity and good working relationships • Team Player • Flexible approach • Highly motivated with a positive attitude • Commitment to continuing professional development • Able to travel between sites (where required) 	