

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Apprentice Administration Assistant – ENT Outpatients

DIRECTORATE: Surgical and Associated Services

WARD/DEPARTMENT: ENT Outpatients

SITE: Freeman Hospital

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
KNOWLEDGE	Understanding of confidentiality issues	Understanding of medical terminology	
SKILLS	Good written and verbal communication skills Ability to be flexible and work as part of a team	Good telephone skills	
EXPERIENCE		Previous work experience in a healthcare environment	
QUALIFICATIONS	GCSEs in English and Maths at Grades A* to C	GCSE, Functional Skills or Key Skills qualification in ICT at Level 1 or above	
PERSONALITY/ DISPOSITION			
PHYSICAL			

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: