

**PERSON SPECIFICATION**

**POST TITLE** (IMSK) Band 2 Appointments Administrator / Receptionist

<b>Knowledge, Experience and Training required for the Post</b>	<b>Essential at Recruitment</b> √	<b>Desirable/Developed within the Role</b> √	<b>Measured By</b> <b>A – Application</b> <b>I – Interview</b> <b>P – Presentation</b> <b>T - Test</b>
<b>Qualifications</b>			
Recognised education standards i.e. GCSE Grade A-C or equivalent in English and Maths.	√		A
ECDL/CLAIT or equivalent experience of working with Microsoft Office	√		A
NVQ3 in Customer Care or equivalent		√	A
<b>Experience</b>			
Experience of working in administration		√	A
Experience of working in an office environment	√		A
Previous experience of working in a customer care environment	√		A
Ability to work without supervision to tight deadlines	√		A
Proficient in the use of Microsoft office including Word, excel and outlook.	√		A
Good telephone etiquette	√		A/I
Referral to Booking experience		√	A
Previous experience of PAS, Patient Centre, EMIS		√	A
<b>Knowledge and Skills</b>			
IT/Keyboard Skills	√		I
Competent in audio typing		√	A



Excellent communication skills – both verbal and written	√		A/I
Make use of own judgement in cases of importance	√		I
Able to cope whilst dealing with constant interruptions in a busy environment	√		I
Precise with detail and data collection	√		I
Ability to understand, absorb and comply with procedures and make judgement in cases of importance	√		I
Able to demonstrate the ability to work to short timescales, as and when required, to provide efficient and timely services	√		I
Knowledge of administration procedures including electronic appointment systems		√	I

<b>Personal Attributes</b>			
Awareness of Health & Safety in an office environment		√	A/I
Knowledge of data protection and caldicott guidelines		√	A/I
Ability to work in a team	√		A/I
Willingness to learn new systems and processes	√		I
Good organisational skills		√	A/I
Adherence to trust policies and guidelines.	√		A/I
Ability to demonstrate confidentiality and sensitivity when dealing with the public	√		A/I
Ability to work under pressure and use own initiative in relation to complex			I



issues			
<b>Other</b>			
Willingness to work between trust sites as required	✓		I
Flexibility to cover department opening times (8am -8pm)	✓		I
Car driver		✓	I

### **EFFORT FACTORS**

#### • **PHYSICAL EFFORT**

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Inputting data on IT systems	Daily	Up to 7.5hours		

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes <input checked="" type="checkbox"/>	Every shift <input checked="" type="checkbox"/>	Up to 7.5 hours	Inputting data on IT systems
No <input type="checkbox"/>	Weekly <input type="checkbox"/>		
	Monthly <input type="checkbox"/>		
	Less Often <input type="checkbox"/>		

#### • **MENTAL EFFORT**

Are there any duties requiring particular concentration?	How Often?	For How Long?
Required to concentrate for prolonged periods Dealing with staff issues Frequent interruptions Entering data onto the clinical software system and into various databases Co-ordination of capacity across all sites to meet demand	Daily	Variable



Are there any duties of an unpredictable nature?	How Often?	For How Long?
Dealing with staff and patients in unpredictable situations that may be challenging and aggressive	Daily	Variable

- **EMOTIONAL EFFORT**

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Dealing with occasional distressing situations including patient concerns/complaints Dealing with service users	Direct	Variable

- **WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions?	How Often?
Awareness in relation to visual display unit usage, sitting posture and adherence to Trust policies relating to these issues	Daily



