

Person Specification

Job Title: Support Manager

Department: Neurosurgery & Orthopaedic Spines



North Bristol
NHS Trust

Criteria	Where Found (Application Form, Interview References)	Essential	Desirable
Education/Training/Qualifications			
Good general education including GCSEs in English and Maths	A		
Advanced computer skills (MS Office) particularly in MS Excel and MS Outlook	A + I		
Knowledge of the in house system Careflow	A		
Work Experience			
Previous experience of working in the NHS	A		
Line Management of Staff	A + I + R		
Sound knowledge of RTT and Patient Access Policy	A + I		
Dealing with patients by telephone and face to face	A + I		
Knowledge of working with Outpatient teams and managing clinic utilisation	A + I		
Knowledge/Skills/Abilities			
Able to promote good working relationships amongst the team, colleagues and clinical staff	A + I + R		
Ability to exercise judgement and take responsibility for actions	A + I + R		