

Band 4
PERSON SPECIFICATION

ADMINISTRATION SUPERVISOR - Outpatient services

1. Knowledge, skills, and training		Essential	Desirable	Assessment method	Interview Score*
1.1	NVQ 3 in Customer Service or equivalent.	Yes		certification	
1.2	5 GCSE's grades A-C or equivalent.	Yes			
1.3	Administrative/Management Qualification. ECDL or other IT qualification. Significant experience in Microsoft Office package to include Outlook, Word, and Excel.	Yes		certification	
1.4	Patient Administration system experience. SystemOne experience.	Yes	Yes	application form/references/ interview	
2. Job specific experience		Essential	Desirable	Assessment method	
2.1	Experience of Microsoft Office IT packages.		Yes	application form/references/ interview	
2.2	Ability to communicate effectively with the public and all partner agencies.	Yes		application form/references/ interview	
2.3	Ability to analyses and present data.	Yes		application form/references/ interview	
2.4	Experience of using electronic booking/clinical system experience e.g. E-Referral system, SystemOne.	Yes		application form/references/ interview	
2.5	Experience of working in a busy department in a customer facing role.	Yes		application form/references/ interview	
2.6	Experience of working in an outpatient environment.		yes		
2.7	Dealing with complaints.	yes			
2.8	Change Management skills.		yes		
3. Managerial/supervisory experience		Essential	Desirable	Assessment method	
3.1	Experience of leading a team.	Yes		application form/references/ interview	
3.2	Experience of day-to-day first line management of staff.	Yes		application form/references/	

				interview	
3.3	Experience of training others.	Yes		application form/references/ interview	
3.4	Working to HR procedures including Performance Management Experience, Recruitment and Selection Experience.	Yes		application form/references/ interview	
3.5	Understanding of changes in the local NHS system including primary care.	Yes		application form/references/ interview	
3.6	Problem solving and service development skills.	Yes		application form/references/ interview	
4. Finance & Resources		Essential	Desirable	Assessment method	
4.1	Experience of procurement and ordering systems.	yes		application form/references/ interview	
5. Information Technology		Essential	Desirable	Assessment method	
5.1	Basic IT skills, normally obtained through practice or practical training, for example RiO/SystmOne.	Yes		application form/certification	
5.2	Demonstrable experience of using a range of word processing, spreadsheet, database and/or presentation software to RSA 3 or equivalent standard.	Yes		application form/certification	
5.3	ECDL or other IT qualification.				
5.4	Skills and experience in database management.				
5.5	Able to use computer software programmes to develop or create statistical reports.				
5.6	Experience of adapting/designing/developing information systems.				
6. Personal qualities/attributes		Essential	Desirable	Assessment method	
6.1	Able to plan, organise and prioritise activities and own workload.	Yes		Interview	
6.2	Evidence of demonstrating the Trust's values and behaviours.				
6.3	Willing and able to contribute to team goals/team player.	Yes		Interview	
6.4	Able to exercise good judgement.	Yes		Interview	
6.5	Positive and motivational.	Yes		Interview	
6.6	Flexible/Adaptable.				

6.7	Ability to use own initiative.				
6.8	Ability to work in a challenging environment.				
7. Business travel		Essential	Desirable	Assessment method	Interview score*
7.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.	Level 1* or Level 2*			
7.2	Car Owner/driver essential, subject to the provisions of the Equality Act (2010).	Yes			
8. Additional requirements		Essential	Desirable		
8.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes			

Interview scoring:

- 3 Fully meets specification
- 2 Partially meets specification (minor training need)
- 1 Partially meets specification (major training need)
- 0 Does not meet specification

Total score:

Maximum possible score:

Notes:

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non- car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.