






PERSON SPECIFICATION

Assessment: A – Application Form, I – Interview, T – Test, P – Presentation, R – References,

Criteria	Essential or Desirable	Assessment
Experience and Knowledge <ul style="list-style-type: none"> • Previous administration experience • Excellent communication skills • Excellent organisational skills • Excellent Keyboard skills • Good attention to detail • Previous Customer Service experience, working within a customer focused setting • Experience of working with the public 	D E E D D D D	A - Application form I - Interview
Qualification(s) and Professional Training <ul style="list-style-type: none"> • Minimum of 4 GCSE's or equivalent, to include English Language and Mathematics. • Competent user of MS Word, Excel, and Access 	D D	A - Application form I - Interview
Skills and Abilities <ul style="list-style-type: none"> • Microsoft Office Specialist Training (MOST) or equivalent knowledge and experience • Ability to work as a member of a team. • Ability to use own initiative to prioritise workload in a methodical approach to work • Ability to suggest and implement new procedures. • Ability to work under pressure. • Ability to follow tasks through to completion. 	D E D D E E	A - Application form I - Interview R - References
Personal Qualities <ul style="list-style-type: none"> • Excellent time keeping • Enthusiastic • Friendly and co-operative • Courteous and Helpful • Organised • Attentive to detail • Team worker • Compassionate manner towards patients, carers, and relatives 	E E E E E E E E	I - Interview R - References

Other <ul style="list-style-type: none"> Willing to attend occasional meetings at all Trust sites. 	E	I - Interview
Trust Values <div>  Effective open communication </div> <div>  Excellence and safety in all that we do </div> <div>  Challenge but support </div> <div>  Expect respect and dignity </div> <div>  Local healthcare that inspires confidence </div>	All Essential	All Interview

C – Pre-employment checks, O - Other