



University Hospitals of Morecambe Bay

NHS Foundation Trust

PERSON SPECIFICATION		
Requirements	Essential	Desirable
Education and qualifications	<ul style="list-style-type: none"> • Educated to GCSE level or equivalent to include English Language and Maths • Keyboard skills, computer literate 	<ul style="list-style-type: none"> • NVQ 2 equivalent in Customer Care
Experience	Relevant experience within an administration and clerical field	<ul style="list-style-type: none"> • Previous experience of Lorenzo or equivalent PAS • Dealing with patients/relatives • Experience of Customer Care
Skills, ability and knowledge	<ul style="list-style-type: none"> • Proficiency in Microsoft word processing skills • Possess excellent communication skills-written/verbal/listening • Ability to work effectively with all levels of staff 	<ul style="list-style-type: none"> • Work to tight deadlines in a professional manner • Time Management Skills
Personal Qualities	<ul style="list-style-type: none"> • Self motivated, organised, enthusiastic, innovative and flexible • Ability to form and develop effective working relationships • Ability to comply with Trust policies and 	<ul style="list-style-type: none"> • Willingness to self develop

“Creating a great place to be cared for and a great place to work”

	procedures <ul style="list-style-type: none">• Ability to Travel• Ability to work flexibly	
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