

Person specification

Post	ADMINISTRATIVE ASSISTANT	Band	3
Dept/ward	IMAGING		

Essential = E Desirable = D		E or D	Application form	Interview
Milton Keynes Hospital Standards	Demonstrable ability to: <ul style="list-style-type: none"> • Treat everyone with Respect, courtesy and kindness • Provide timely care and attention • Listen, inform and explain • Involve you as part of the team and work together • Are reassuringly professional • Provide and maintain a clean and comfortable environment 	All E	All A	All I
Qualifications and knowledge	<ul style="list-style-type: none"> • Good standard of education – GCSEs or equivalent 	E	A	I

Essential = E Desirable = D		E or D	Application form	Interview
Experience	<ul style="list-style-type: none"> • Team working • Relevant customer care work or previous clerical experience • Understanding of the role required. • Previous experience of working in a hospital department/frontline hospital role • Knowledge of computer systems • Previous NHS experience • Experience of handling inbound and outbound calls of a potentially sensitive nature. 	E E D D E D D D	All A	All I
Skills	<ul style="list-style-type: none"> • Good verbal communication skills • Literate • Computer literate- knowledge of Microsoft packages. • Excellent organisational abilities. • Knowledge of medical terminology • Good attention to detail • Experience in minute taking 	E E E E D E D	A	I

Essential = E Desirable = D		E or D	Application form	Interview
Personal and people development	<ul style="list-style-type: none"> Adaptable Ability to work under stressful conditions due to nature of the post Professional attitude 	E E E	A	I
Communication	<ul style="list-style-type: none"> Excellent interpersonal skills Excellent communication skills, both verbal and written 	E E	A	I
Specific requirements	<ul style="list-style-type: none"> Able to perform the duties of the post with reasonable aids and adaptations Commitment to work regular evening shifts and weekend shifts as required 	E E		

