

PERSON SPECIFICATION
POST TITLE: ICDC Reception and Clinic Administrator

		Essential (E) Desirable (D)	Assessed through: App Form (A) Interview (I)
Royal Free World Class Values	<ul style="list-style-type: none"> Demonstrable ability to meet the Trust Values <i>Positively welcoming</i> <i>Actively respectful</i> <i>Clearly communicating</i> <i>Visibly reassuring</i> 	<ul style="list-style-type: none"> E 	<ul style="list-style-type: none"> A / I
Education & professional Qualifications	<ul style="list-style-type: none"> Good general education, including GCSE English grade "C" or above, or equivalent 	<ul style="list-style-type: none"> E 	<ul style="list-style-type: none"> A / I
Experience	<ul style="list-style-type: none"> Previous work experience in a healthcare setting Experience of working in a public/patient facing role Experience of working with Cerner/ EPR, or similar electronic Patient Administration Systems 	<ul style="list-style-type: none"> E E D 	<ul style="list-style-type: none"> A / I A / I A / I
Skills and aptitudes	<ul style="list-style-type: none"> Clear and concise verbal and written communication skills Ability to use initiative and problem solve, in a busy clinical environment Typing and data entry skills Good level of computer literacy skills in Microsoft Word, Excel and databases 	<ul style="list-style-type: none"> E E E E 	<ul style="list-style-type: none"> A / I A / I A / I A / I

world class expertise  **local care**

Positively welcoming *Actively respectful* *Clearly communicating* *Visibly reassuring*

	<ul style="list-style-type: none"> • Flexible and adaptable to the changing needs of the service • Ability to work within a multidisciplinary team • Time management and organisational skills 	<ul style="list-style-type: none"> • E • E • E 	<ul style="list-style-type: none"> • A / I • A / I • A / I
Personal Qualities & attributes	<ul style="list-style-type: none"> • Sympathetic attitude to patients and relatives, who may be extremely distressed or anxious. • Excellent interpersonal skills with the ability to relate to people at all levels • The ability to manage conflict and identify where escalation to senior staff is necessary 	<ul style="list-style-type: none"> • E • E • E 	<ul style="list-style-type: none"> • A / I • A / I • A / I
Others	<ul style="list-style-type: none"> • Flexibility in working hours, including the ability to work shifts, evenings as required to support clinic operations. 	<ul style="list-style-type: none"> • E 	<ul style="list-style-type: none"> • A / I