



Senior Clinical Administrator: Band 4

VALUES – assessed at interview	TECHNICAL SKILLS	Assessed at interview/ application
<p>Behaviours and values</p> <ul style="list-style-type: none"> Working together for service users <p>Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</p> <ul style="list-style-type: none"> Respect and kindness <p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p>	<p>Knowledge and skills</p> <p>Essential:</p> <ul style="list-style-type: none"> Responsible approach to dealing with confidential issues. Experience in management of staff (Supervision/PDR) Excellent telephone manner. Excellent communication and interpersonal skills with the ability to remain tolerant, receptive, and responsive to people accessing the service. Wide range of admin skills, including minute taking. Ability to handle direct requests for information/contact from service users and professionals alike. Ability to adapt to varying demands of the job 	<p>A/I</p> <p>A/I</p> <p>A/I</p>

Working together for service users

Respect & kindness

Everyone counts

Commitment to quality

Improving lives

<ul style="list-style-type: none"> • Everyone counts <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against, or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources, we waste opportunities for others.</p> <ul style="list-style-type: none"> • Commitment to quality <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness, and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff, and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> • Improving lives <p>We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.</p>	<p>role.</p> <ul style="list-style-type: none"> • Ability to prioritise workload. • Ability to manage and generate own workload effectively. • Ability to work as part of a team. • High level of accuracy and attention to detail. • Ability to work flexibly with colleagues to meet the needs of the service. <p>Desirable:</p> <ul style="list-style-type: none"> • Ability to research/access information/service data. • Knowledge/understanding of processing procurement and invoices. • Use of SystmOne Patient Information System • SystmOne Card holder • Experience of using CMS Portal systems • Knowledge/understanding of Safeguarding issues 	<p>A/I</p>
	<p>Training and qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> • Good standard of education GSCE Grade C and above in Maths and English Language or equivalent. • RSA III Word Processing/Typewriting or equivalent. • Skilled user of Microsoft Office - particularly Word, Power Point and Excel packages. • Co-ordinate Team meetings, agendas and take minutes 	<p>A</p> <p>A/I</p>

	Desirable: <ul style="list-style-type: none"> • European Computer Driving Licence. • Safeguarding training adult and/or child 	A/I
	Experience Essential: <ul style="list-style-type: none"> • Previous administrative experience gained within a clinical setting. Desirable: <ul style="list-style-type: none"> • Experience in preparing invoices for payment and querying/investigating invoice problems. • Knowledge of processes to order supplies and completing and monitoring requisitions etc. • Experience of holding a Petty Cash float within the team in accordance with SHSC Petty Cash Policies & Procedure • Previous experience working with vulnerable communities. • Extensive knowledge of SystmOne 	A/I A/I
	Other	

	Essential: <ul style="list-style-type: none"> • To be able to work as part of a team. • Reliable. • Willingness to learn and acquire new knowledge and skills in areas new to the post holder. • Ability to work accurately under pressure and to deadlines without undue stress. • Willingness and ability to work flexibly and regionally. Desirable: <ul style="list-style-type: none"> • Car driver/access to car. 	A/I A/I A/I
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Value	Behaviours to test at Interview
<ul style="list-style-type: none"> • Working together for service users Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong. • Respect and kindness We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do. 	<ul style="list-style-type: none"> • I do what I say I am going to do • I work to build trust • I work flexibly with others, inside and outside SHSC, to identify and achieve the best outcomes • I value and acknowledge the contributions made by others • I share my knowledge and skills and offer practical support to others • I speak up if something is not right • I treat others as I would like to be treated myself, with dignity and consideration, and challenge others when they do not. • I am polite, courteous and non-judgemental • I am aware that how I behave can affect others • I appreciate and recognise other qualities and contributions • I work to build relationships based on high trust

<ul style="list-style-type: none"> • Everyone counts We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others. • Commitment to quality We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes. • Improving lives We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier 	<ul style="list-style-type: none"> • I work to ensure our services are accessible for everyone • I appreciate people's differences and pay attention to meeting different needs • I actively try to help others to get what they need • I consult with and include others in decisions that affect them • I look for ways to continuously improve services • I work collaboratively with others to achieve excellence • I speak up if I think something is not right • I accept and respond to constructive feedback and challenge from others • I admit if I make a mistake • I work flexibly with others to identify and achieve the best outcomes • I share my knowledge and skills and offer practical support to others • I value and acknowledge the contributions made by others • I support service users and colleagues to achieve their potential
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