

PERSON SPECIFICATION

Hounslow Children Services Assistant Business Manager

AfC Band 5

Attribute	Essential	Desirable	Evidence to support assessment
Qualifications and Knowledge			
Degree/Diploma or equivalent experience, in addition to GCSE or equivalent qualifications in English and maths	✓		AF/C
Formal IT or business administration qualification, e.g. BTEC or NVQ		✓	AF/C
ECDL qualification		✓	AF/C
Knowledge of processes, systems and structure used to deliver efficient and effective administration support in a large organisation	✓		AF/I
Project management and/or quality improvement qualification or experience	✓		AF/C
Knowledge of processes and systems used to deliver efficient and effective administration support	✓		AF/I
Knowledge of NHS terms and conditions, and employment regulations	✓		AF/I
Minimum of 2 years working in an NHS environment	✓		AF/I
Understanding of data protection and confidentiality	✓		AF/I
Knowledge of the principles of good customer care	✓		AF/I
Knowledge of how Hounslow children services operate	✓		AF/I
Understand the purpose of a community health provider, and the current issues relating to the NHS and the delivery of high quality and safe clinical services utilising digital solutions and best practice models	✓		AF/I

Experience			
Significant experience in providing dynamic high quality administration support to a range of people/teams	✓		AF/I
Experience in working in a senior administration role managing the delivery of a dynamic high quality administration service to a range of people/teams	✓		AF/I
Experience of managing a project from initiation to completion	✓		AF/I
Experience of rota management and maintenance of electronic roster systems	✓		AF/I
Working with NHS terms and conditions, and employment regulations	✓		AF/I
Experience of inputting to and maintenance of electronic systems	✓		AF/I
Experience of working to and implementing local policies and procedures	✓		AF/I
Use of NHS IT systems	✓		AF/I
Excellent planning and organisational skills	✓		AF/I
Proven experience of supporting the delivery of change	✓		AF/I
Ability to work flexibly towards multiple deadlines	✓		AF/I
Attribute	Essential	Desirable	Evidence to support assessment
Skills			
Excellent written and spoken command of the English language	✓		AF/I/T
Ability to work as part of a team, taking responsibility for individual tasks, and providing cover/support to others in the delivery of shared tasks	✓		AF/I/T
Ability to work in a busy role whilst maintaining professionalism at all times	✓		AF/I
Excellent verbal communication and negotiation skills, particularly in dealing with complex or sensitive issues	✓		AF/T
Excellent organisational and interpersonal skills	✓		AF/I
Ability to conduct meetings	✓		AF/I
Note and action taking skills	✓		AF/I

Ability to use appropriate questioning and listening skills to gather information to inform training needs analysis	✓		AF/I
Intermediate skills in the use of the internet and Microsoft Office packages, specifically Word, Excel, PowerPoint and Outlook	✓		AF/I/T
Experience of using NHS digital software such as SystmOne, Datix	✓		AF/I/T
Highly digitally literate with an understanding of the benefits of optimising digital tools to improve clinical services	✓		AF/I
Ability to convey new requirements or processes, which may contain some complex information to both technical and non-technical staff	✓		AF/I
Excellent interpersonal skills with the ability to challenge poor practice, attitudes or compliance with policies relating to use of technology and data security	✓		AF/I
An ability to gain an understanding of individuals learning requirements and provide training as required	✓		AF/I
Excellent analytical skills and ability to interpret information and present in a clear concise manner	✓		AF/I
Ability to collate data and write accurate, well-presented reports and associated project documentation	✓		AF/I
Ability to work with minimal supervision in the effective management of own time and workload to meet agreed deadlines	✓		AF/I
Ability to deliver work to tight deadlines and keep calm and professional under pressure	✓		AF/I
Problem solving and information research skills	✓		AF/I
Able to demonstrate innovative and forward-thinking approach	✓		AF/I
Excellent attention to detail and accuracy	✓		AF/I
Attribute	Essential	Desirable	Evidence to support assessment
Personal attributes			AF/I
Excellent organisational and time management and skills	✓		AF/I
Flexible and responsive with a positive approach to change	✓		AF/I

Able to demonstrate innovative and forward-thinking approach	✓		AF/I
Able to effectively work on own and collaboratively with others in a team environment	✓		AF/I
Ability to use own initiative	✓		AF/I
Commitment to highest standards of customer service	✓		AF/I
Understands the need for confidentiality and acts appropriately	✓		AF/I
Commitment to a “paperless” office environment in line with NHS targets	✓		AF/I
Have a confident approach and the ability to inspire confidence in others	✓		AF/I
A willingness to learn new systems and programmes as they are developed	✓		AF/I
Commitment to improving services for staff and patients	✓		AF/I
Ability to work flexibly to support staff delivering care	✓		AF/I
Able to travel to and work from Trust sites as required	✓		AF/I