

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



University Hospitals of Morecambe Bay

NHS Foundation Trust

PERSON SPECIFICATION		
Requirements	Essential	Desirable
Education and qualifications	Minimum of 4 GCSE's to include maths and English NVQ level 3 in administration or equivalent experience	Customer Care Training
Experience	Previous administration and clerical experience Experience of dealing with the public	Previous NHS experience Working knowledge of hospital computer systems
Skills, ability and knowledge	Excellent IT skills – working knowledge of Microsoft Office packages or equivalent applications Excellent inter-personal skills Good listening skills with the ability to negotiate Work with limited supervision Attention to detail Ability to remain calm and personable in periods of tension Ability to communicate effectively with teams/individuals within and external to the Trust Highly developed communication skills with sensitivity to the needs of patients, particularly where there may be barriers to understanding e.g. learning disabilities, deafness, language Demonstrate tact and diplomacy skills when dealing with sensitive issues e.g. cancellation of appointments Demonstrate excellent time management skills	Evidence of personal development (PDP)

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	<p>Ability to think quickly, assess situations and make decisions upon that information</p> <p>Ability to maintain high levels of concentrations and deal with frequent interruptions</p>	
Personal Qualities	<p>Flexible to accommodate the needs of the service</p> <p>Ability to comply with Trust policies</p> <p>Maintain patient confidentiality</p> <p>Ability to travel as required</p>	