

## PERSON SPECIFICATION

### ADMINISTRATOR, BAND 3

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	Educated to GCSE level or equivalent experience.	Yes		Certification/Application
1.2	NVQ Level 3 or equivalent in Administration or Customer Service.		Yes	Certification/Application
1.3	Knowledge and understanding of data protection and patient confidentiality.	Yes		Application/Interview
1.4	Recent previous experience of arranging meetings and minute taking.	Yes		Application form/interview
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Experience of working in an administrative role within a fast-paced environment.	Yes		Application form/interview
2.2	Experience of working with or within the NHS in a same or similar role.		Yes	Application form/interview
2.3	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes		Application/ Interview
3. Information Technology		Essential	Desirable	Assessment method
3.1	Experience of using Microsoft Office software including Outlook, word processing and spreadsheets.	Yes		Application form/ certification
3.2	Accurate, fast typing and keyboard skills	Yes		Application/ Interview
3.3	Experience using SystmOne Electronic Patient Record System.		Yes	Application/ Interview
4. Personal qualities/attributes		Essential	Desirable	Assessment method
4.1	Effective at team working and interacting and communicating with colleagues.	Yes		Interview/references
4.2	Ability to work to a high level of accuracy.	Yes		Interview/references

4.3	Demonstrated ability at exercising tact and diplomacy	Yes		Interview/references
4.4	Ability to use own initiative within sphere of responsibility	Yes		Interview/references
4.5	Be able to multitask, perform under pressure within a time frame and deal with competing priorities.	Yes		Interview/references
4.6	Evidence of good communication skills, both verbal and written.	Yes		Application/ Interview
4.7	Excellent interpersonal skills with a professional approach in manner and appearance.	Yes		Interview
<b>5. Additional requirements</b>		<b>Essential</b>	<b>Desirable</b>	
5.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes		Application form/ interview