

Person Specification

Post Title	Administrator
Band	Band 3
Division	Central Manchester
Location/Base	Central Manchester – Home Based Treatment Team
Responsible to	Senior Administrator
Accountable to	Community Admin Manager

Job Summary/Purpose

To provide an efficient and effective administrative service with the Home Based Treatment Team. To carry out all administrative tasks in relation to the administration role, answering telephone calls to patients, relatives and various clinical staff and professionals to provide an efficient mental health service. Carry out a variety of administrative tasks as directed by Senior Administrator/ Community Admin Manager

Essential Criteria - The qualities without which a post holder could not be appointed.	Desirable Criteria qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed AP = Application form IN = Interview OA = Other Assessment
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Education / Qualifications - to be able to complete the duties as laid out on the Job Description

Good level of education Maths and English Recognised competency-based level 3 qualification in a relevant subject (e.g., NVQ, B-TEC QCF, Apprenticeship), or equivalent demonstrable experience.	Other relevant IT qualifications RSA 2	AP
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Experience - to be able to complete the duties as laid out on the Job Description

The post holder should: Have experience in working in a busy office environment. Have experience of working in an office environment that ensure confidentiality is maintain at all times.	Have experience of working with members of the general public. Including patients/service users Familiar with all office equipment Experience of working in healthcare setting Using EPR systems	AP IN
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Knowledge - to be able to complete the duties as laid out on the Job Description

The post holder should have knowledge of <ul style="list-style-type: none"> The Data Protection Act Client Confidentiality 	<ul style="list-style-type: none"> Mental Health issues and challenges 	AP IN
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Skills and Abilities - to be able to complete the duties as laid out on the Job Description		
<p>The post holder should:</p> <ul style="list-style-type: none"> • Effective time management skills • The ability to prioritise and plan conflicting, and complex work demands. • An excellent telephone Manner • Outstanding communication Skills • Advanced keyboard Skills • The ability to navigate IT systems, inc Excel, Word and PowerPoint • A caring and sensitive attitude when communicating with staff and patients. • A mature disposition • Ability to be numerate and provide statistical data accurately 	<ul style="list-style-type: none"> • Patient administration background • Knowledge of the EPR system • Be helpful and approachable. • Be able to work flexibly across Trafford site. • Own vehicle 	<p>AP IN</p>
Other Requirements - to be able to complete the duties as laid out on the Job Description		
<ul style="list-style-type: none"> • There may be a requirement to travel mainly within the Manchester area in order to fulfil the role and an occasional requirement to travel across the wide footprint of the Trust to attend meetings and events relevant to the role. 		<p>IN</p>

The Trust will consider any reasonable adjustments to the recruitment and selection process and to employment for applicants who have protected characteristics under the Equality Act 2010.

Date: September 2019