

Person Specification

Job Title:	Specialty PA	Division/Department:	Family health	Band:	4
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Criteria	Essential	Desirable	Stage Measured at: A = Application I = Interview T = Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's behavioural standards		A, I
Training & Qualifications	Minimum 3 GCSEs or equivalent to include English Language NVQ level 3 in administration or equivalent	ECDL or equivalent ICT RSA III word-processing/text processing or equivalent	A,I Professional Profile
Experience	Minimum of 2 years secretarial experience Audio typing experience Minute taking experience Experience in using Microsoft Office	Knowledge of National RTT targets Waiting list management Medical terminology	A,I

		<p>Knowledge of hospital IT systems, e.g. Medway PAS, Notis. Winscribe</p> <p>Previous experience of working in the NHS</p> <p>Experience in managing a team</p>	
Communication and Relationship skills	<p>Must be able to clearly and accurately convey information verbally and in written format</p> <p>Must be understanding and helpful</p> <p>Can complete letters, forms, reports & tables using computerised technology from information collected</p> <p>Friendly and professional telephone manner</p> <p>Maintain confidentiality, sensitivity and empathy in communication with patients/colleagues</p> <p>Has ability to motivate, coach and mentor others within the team</p>		A,I

Analytical and Judgement skills	<p>Able to use judgement to make decisions in order to solve problems/enquiries</p> <p>Uses resources cost effectively</p> <p>Uses own initiative</p> <p>Works in line with organisational targets and objectives</p>		<p>A,I</p>
Planning and organisation skills	<p>Demonstrates an ability to organise own work schedule</p> <p>Demonstrates an ability to delegate and organise work for others</p> <p>Manages time effectively and displays initiative</p> <p>Works within prescribed deadlines</p> <p>Ability to prioritise workloa</p>		<p>A,I</p>
Physical skills	<p>Uses own equipment responsibly</p> <p>Frequent use of VDU equipment</p> <p>Frequent sitting at a keyboard</p>		<p>A,I</p>

<p>Other requirements specific to the role (e.g. be able to work shifts/on call)</p>	<p>Demonstrates an awareness of the importance of prompt timekeeping and good attendance at the workplace</p> <p>Remains calm and co-operative under pressure or in difficult and uncertain situations</p> <p>Highly motivated</p> <p>Gives consistent and stable performance under pressure</p> <p>Demonstrates enthusiasm and a conscientious approach to work, advocating this to others</p> <p>Displays self-confidence, innovation and positive image</p> <p>Flexible approach to work</p>		<p>A,I</p>
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