

PERSON SPECIFICATION

Post Title: Systems Administrator**GROUP or DIRECTORATE/Department: PCCT / Care Navigation Centre and Admin Hubs**

AFC Ref:

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Experience	<ul style="list-style-type: none"> A multifunctional Patient Administration System or major clinical IT system to support a range of operational/clinical processes in a large healthcare setting. Additional experience of supporting and administering a PAS or major clinical IT system, including its usage and configuration as related to users and system setup. Proven experience of planning and undertaking testing of IT applications. Evidence of working in a busy contact centre 	AF AF AF AF	<ul style="list-style-type: none"> Experience of working in the NHS. 	AF
Qualifications	<ul style="list-style-type: none"> Relevant degree or equivalent higher educational qualification and equivalent relevant experience Evidence of relevant Continuing Professional. 	AF AF		
Personal Qualities	<ul style="list-style-type: none"> Able to work as part of a team and autonomously. Able to use own initiative and act freely in deciding on the way to achieve a given goal. Dependable, can be relied on to carry out work to a consistent high standard Flexible in approach to working hours when necessary Excellent interpersonal skills 	AF/I AF/I AF/I AF/I AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Management / Supervision / Coordination skills	<ul style="list-style-type: none"> • Able to effectively plan and organise own workload and that of others, making adjustments in response to changing priorities. • Ability to provide advice, training, support and demonstrations to new or less experienced employees • Able to work independently, without reference to a manager, within agreed objectives and standard operating policies and procedures. • Advises both junior and senior staff and recommends new solutions/strategic approaches as appropriate. 	AF/I AF/I AF/I AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Written skills	<ul style="list-style-type: none"> • Ability to comment on complex documents such as policies and reports. • Excellent written communication skills. • Be able to prepare complex documents and reports • Attention to detail and accuracy • Evidence the ability to develop and deliver call flow algorithms 	AF/I AF/I AF/I AF/I		
Communication/Verbal skills	<ul style="list-style-type: none"> • Able to speak, receive and issue instructions in English without risk of misunderstanding • Able to understand, analyse and interpret complex information • Able to convey complex information by email, telephone or face to face to staff at all levels. • Communicate effectively in a variety of settings including internal or external, meetings, presentation, training sessions, workshops • Confident in liaising with other health professionals 	AF/I AF/I AF/I AF/I AF/I		
Responsibility for financial and physical resources	<ul style="list-style-type: none"> • Responsible for safe use of own equipment (PC etc). • Responsible for ensuring equipment is installed, maintained and used in an appropriate manner. 	AF/I AF/I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Knowledge	<ul style="list-style-type: none"> • Able to identify and resolve complex issues and problems to an advanced level. • In depth knowledge of SystemOne • Knowledge and understanding of call queuing system • Proficient in use of Windows and MS Office applications • General understanding and specialist knowledge of IT principles and theory as required for support and development of IT systems. • Ability to apply expert knowledge to analyse and resolve problems. • Expert understanding of the requirements for Data Protection, confidentiality, information governance, data integrity, and data quality. 	 	<ul style="list-style-type: none"> • Knowledge of Registration Authority 	
Physical skills	<ul style="list-style-type: none"> • Ability to use a computer keyboard and to type with accuracy and reasonable speed. • Ability to use a computer mouse with accuracy and reasonable speed. • Ability to occasionally lift and transport items of IT equipment, safely. • Ability to sit at a desk using a computer for prolonged periods of time. 	 		
Mental Effort	<ul style="list-style-type: none"> • Required to concentrate during resolution of issues and whilst dealing with queries from staff/users. Some issues will involve prolonged periods of concentration (hours over a period of days) to resolve / complete. • Ability to cope with unpredictable interruptions that may require immediate intervention. • Ability to work on a number of important tasks concurrently and to balance competing demands in order to resolve issues in the best possible way. 			
Working Conditions	<ul style="list-style-type: none"> • Ability to use a VDU more or less continuously on most days. • Able to work in a busy office environment. • Prepared to be flexible in terms of working hours/days when required. Works shift patterns 	OH clearance		

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Emotional Effort	<ul style="list-style-type: none"> Ability to cope with very rare exposure to emotional circumstances. 			
Other	<ul style="list-style-type: none"> Be able to actively participate in working groups proposing policy changes involving the use and continued development of the EPR Systems, particularly where these impact on other disciplines. 			

Notes on completion

Please complete only the criteria that are relevant to the post otherwise leave blank.

Essential criteria are those attributes required of the post holder without which an appointment cannot be made.

Desirable criteria are those attributes of the post holder, which would be useful, but not essential for the post holder to perform the role.

How tested: AF - Application Form
 I - Interview
 P - Presentation
 T - Test

If you have any queries please contact your Human Resources Business Partner