

Person Specification: Admin Support/Typist Band 2

	<u>ESSENTIAL</u> The qualities without which a post holder could not be appointed	<u>DESIRABLE</u> Extra qualities which can be used to choose between candidates who meet all the essential criteria working at full competencies	<i>METHOD OF ASSESSMENT</i>
QUALIFICATIONS	Good standard of general education/(GCSE English at grade C) and above or equivalent Or NVQ level 2 or equivalent knowledge and experience or willing to work towards	IT related qualification L2 RSA/OCR or equivalent text or audio	Certificates/ interview/ application form
EXPERIENCE	Knowledge of a range of administrative processes.	Experience of working in office environment. Experience of working within the NHS	Interview/ application form
SKILLS including those physical skills necessary for the post.	Ability to communicate professionally and effectively with all levels of staff both verbally and in writing. Excellent Customer Service skills Flexible and adaptable to changing service demands. Ability to meet deadlines. Good organisational skills	Proficient in use of Microsoft office applications. Experience of using patient administration systems Experience of organising meetings/activity	Interview/ application form

KNOWLEDGE	Ability to work to established policies, service level agreements and key performance indicators. Evidence of continual personal development Knowledge of secretarial role including progress chasing	Knowledge of NHS Organisations	Interview/ application form
PERSONAL QUALITIES <i>(Demonstrable)</i>	Good team working ethic Approachable/friendly Confident manner Reliable Develops own practice through reflection and learning Empathetic		Interview
OTHER RELEVANT REQUIREMENTS <i>(Please Specify)</i>	Able to travel to meet the requirements of the post	Welsh Language speaker	

Manyleb Bersonol: Cymorth admin/ Teipydd Band 2

	<u>HANFODOL</u> Ni ellir penodi'r deilydd swydd heb y nodweddion hyn	<u>DYMUNOL</u> Rhinweddau ychwanegol y gellir eu defnyddio i ddewis rhwng ymgeiswyr sy'n cwrdd â'r meini prawf hanfodol	<i>DULL ASESU</i>
CYMWYSTERAU	Safon dda o addysg gyffredinol (TGAU Saesneg gradd C ac uwch neu gymhwyster cyfwerth Neu NVQ lefel 2 neu wybodaeth a phrofiad cyfwerth neu barodrwydd i weithio tuag ato	Cymhwyster sy'n ymwneud â TG L2 RSA/OCR neu destun neu glywedol cyfwerth	Tystysgrifau/ cyfweiliad/ ffurflen gais
PROFIAD	Gwybodaeth am weithdrefnau gweinyddol.	Profiad o weithio mewn swyddfa. Profiad o weithio o fewn y GIG.	Cyfweiliad/ ffurflen gais
SGILIAU yn cynnwys y sgiliau corfforol hynny sy'n angenrheidiol ar gyfer y swydd.	Gallu cyfathrebu'n broffesiynol ac yn effeithiol â staff ar bob lefel ar lafar ac yn ysgrifenedig Sgiliau Gwasanaeth Cwsmer Rhagorol Hyblyg ac yn gallu addasu i alwadau gwasanaeth sy'n newid. Gallu cwblhau gwaith mewn pryd. Sgiliau trefnu da	Gallu defnyddio cymwysiadau Microsoft office. Profiad o ddefnyddio systemau gweinyddol cleifion Profiad o drefnu cyfarfodydd/gweithgaredd	Cyfweiliad/ ffurflen gais

GWYBODAETH	Gallu gweithio i bolisiau, cytundebau lefel gwasanaeth a dangosyddion perfformiad allweddol sefydledig. Profiad o ddatblygiad proffesiynol parhaus Gwybodaeth am rôl ysgrifenyddol yn cynnwys mynd â'r ôl cynnydd	Gwybodaeth am Sefydliadau GIG	Cyfweliad/ffurflen gais
NODWEDDION PERSONOL <i>(Amlwg)</i>	Moeseg gwaith tîm da Hawdd mynd ato/cyfeillgar Hyderus Dibynadwy Datblygu ei arfer ei hun drwy fyfyrrio a dysgu Empathig		Cyfweliad
GOFYNION PERTHNASOL ERAILL <i>(Nodwch)</i>	Gallu teithio i fodloni gofynion y swydd	Siaradwr Cymraeg	