

Person Specification

Job Title: Clinical Network PA
Band: AfC Band 4

Division/Department: Medicine Division

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 "We are here for you" behavioural standards		I

Training & Qualifications	<p>Educated to GCSE standard with passes at grade C or above for English and Maths or similar through vocational training.</p> <p>Evidence of commitment to continued learning or improvement through attendances at courses.</p> <p>Good command of the English language – both written and spoken.</p> <p>Excellent IT and keyboard skills</p>	NVQ Level 3 in Business and Admin	A/I
Experience	<p>Proven experience of working within a clerical environment</p> <p>Experience of Microsoft office</p> <p>Experience in diary and email management.</p> <p>Experience in report and agenda preparation and minute taking to a high standard.</p>	Experience of working with a multi-disciplinary team	A/I
Communication and relationship skills	<p>Must be able to clearly and accurately convey information verbally to different audiences.</p> <p>Can answer factual questions clearly and concisely.</p> <p>Must be able to communicate with a wide range of healthcare professionals at different levels of seniority.</p>		A/I

Analytical and Judgement skills	<p>Able to suggest solutions to complex issues.</p> <p>Use judgement and decision-making skills.</p> <p>Displays initiative.</p> <p>Uses resources cost effectively.</p> <p>Identifies new approaches and ideas to problems.</p> <p>Ability to use initiative and judgement in dealing with enquiries and situations.</p> <p>Ability to exercise judgement and initiative when dealing with urgent enquiries and knowing when to escalate.</p>		A/I
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Planning and organisation skills	<p>Demonstrates an ability to organise and manage own work schedule and the team effectively.</p> <p>Ability to multi-task.</p> <p>Excellent organisational/co-ordination/work prioritisation skills and meticulous attention to detail.</p> <p>Ability to manage and implement change.</p> <p>Consistently works to a high standard.</p> <p>Works within prescribed deadlines.</p> <p>Ability to analyse and manage conflicting demands and prioritise workload.</p>		<p>I</p>
Physical skills	<p>Excellent IT skills.</p> <p>Uses own equipment responsibly.</p> <p>Able to use email, and various office equipment.</p> <p>Constant use of VDU equipment.</p> <p>Prolonged sitting at a keyboard.</p> <p>Prolonged use of the telephone.</p>		<p>I I 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, whether on site or working remotely.</p> <p>Remains calm and co-operative under pressure or in difficult and uncertain situations.</p> <p>Gives consistent and stable performance under pressure.</p> <p>Must be able to concentrate for long periods of time, while multitasking with incoming queries.</p> <p>Demonstrates enthusiasm and a conscientious approach to work.</p> <p>Displays self-confidence, innovation, and positive image.</p> <p>May be asked to take a flexible approach to working pattern if invited to external events.</p> <p>Highly motivated.</p> <p>Ability to assist in the mentoring and training of new staff.</p>		<p>A/I</p>
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