

PERSON SPECIFICATION

SHORTLISTING

DEPARTMENT: Urgent and Emergency Care	JOB TITLE: ECC Administration Officer	PERMANENT TEMPORARY FIXED TERM	x	
		fixed term up to the next rotation date		
SHORTLIST Criteria relevant to the job	ESSENTIAL Requirements necessary for safe and effective performance in the job	DESIRABLE Where available, elements that contribute to improved/immediate performance in the job		
SKILLS, KNOWLEDGE AND APTITUDE (EG – Communication or organisational skills., proven work record)	<ul style="list-style-type: none"> • Good understanding of Information Governance & Confidentiality • Being able to prioritise workload and have exceptional organisational skills 	<ul style="list-style-type: none"> • Knowledge of NHS admin and IT systems 		
QUALIFICATIONS AND TRAINING	<ul style="list-style-type: none"> • GCSE English and Maths grade 9-4 (A*-C) or equivalent 	<ul style="list-style-type: none"> • NVQ Level 2 in Business & Admin 		
EXPERIENCE	<ul style="list-style-type: none"> • Previous admin/clerical experience • Recent demonstrable experience in working face to face with the public • Working experience of computers and data inputting 	<ul style="list-style-type: none"> • Previous NHS clerical/admin experience • Experience of using Care Flow and other NHS IT systems 		
DISPOSITION (EG – Acceptability to others, leadership)	<ul style="list-style-type: none"> • Excellent keyboard skills • Polite and professional telephone manner • Ability to work as part of a team 			

	<ul style="list-style-type: none"> • Ability to work well under pressure. • Ability to stay calm and prioritise workload • Excellent communication and interpersonal skills • Demonstrable patience, care and empathy • Excellent conflict de-escalation and diffusing skills 	
SPECIAL REQUIREMENTS <i>(EG – Flexibility/Travelling)</i>	<ul style="list-style-type: none"> • To be able to cross site work between the Queen Elizabeth Hospital and Blaydon Urgent Treatment Centre 	

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