

PERSON SPECIFICATION

ADMINISTRATOR, BAND 3

1. Knowledge, skills and training		Essential	Desirable	Assessment method
1.1	Educated to GCSE level or equivalent experience.	Yes		Certification/Application
1.2	NVQ Level 3 or equivalent in Administration or Customer Service.		Yes	Certification/Application
1.3	Knowledge and understanding of data protection and patient confidentiality.	Yes		Application/Interview
1.4	Recent previous experience of arranging meetings and minute taking.	Yes		Application form/interview
2. Job specific experience		Essential	Desirable	Assessment method
2.1	Experience of working in an administrative role within a fast-paced environment.	Yes		Application form/interview
2.2	Experience of working with or within the NHS in a same or similar role.		Yes	Application form/interview
2.3	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes		Application/ Interview
3. Information Technology		Essential	Desirable	Assessment method
3.1	Experience of using Microsoft Office software including Outlook, word processing and spreadsheets.	Yes		Application form/certification
3.2	Accurate, fast typing and keyboard skills	Yes		Application/ Interview
3.3	Experience using SystmOne Electronic Patient Record System.		Yes	Application/ Interview
4. Personal qualities/attributes		Essential	Desirable	Assessment method
4.1	Effective at team working and interacting and communicating with colleagues.	Yes		Interview/references
4.2	Ability to work to a high level of accuracy.	Yes		Interview/references

4.3	Demonstrated ability at exercising tact and diplomacy	Yes		Interview/references
4.4	Ability to use own initiative within sphere of responsibility	Yes		Interview/references
4.5	Be able to multitask, perform under pressure within a time frame and deal with competing priorities.	Yes		Interview/references
4.6	Evidence of good communication skills, both verbal and written.	Yes		Application/ Interview
4.7	Excellent interpersonal skills with a professional approach in manner and appearance.	Yes		Interview
5. Additional requirements		Essential	Desirable	
5.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes		Application form/ interview