

DIRECTORATE OF OPERATIONS

PERSON SPECIFICATION

POST TITLE: Secretary / Palliative Care/ EOL

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education & Qualification	<ul style="list-style-type: none"> RSA III or equivalent administration qualification GCSE or equivalent in English and Maths, grades A-C or equivalent experience NVQ level II in Business administration or acquired equivalent experience Good knowledge of specialty specific Pathways Understanding of NHS Confidentiality Policies and Procedures 	<ul style="list-style-type: none"> Experience in SystmOne Knowledge of Palliative Care/EOL Pathways 	Application/Interview
Occupational Experience and abilities	<ul style="list-style-type: none"> Experience of using a full range of IT systems and patient data systems Experience of using Microsoft Office including Word and Excel Experience of taking minutes in meetings Experience of working in a Multidisciplinary Team 	<ul style="list-style-type: none"> Experience of working in the NHS Understanding of Medical Terminology 	Application/Interview
Knowledge and Skills	<ul style="list-style-type: none"> Ability to communicate with people at all levels Ability to plan and prioritise workload Manage and interpret data correctly Understanding of patient priorities and performance related targets 	<ul style="list-style-type: none"> Conflict resolution skills Experience of handling patient complaints 	
Personal Qualities	<ul style="list-style-type: none"> Reliable & Adaptable Able to work as part of team 	<ul style="list-style-type: none"> Ability to travel if required 	

	<ul style="list-style-type: none"> • Be able to demonstrate a clear understanding of Core Trust Values and be able to articulate practice • Ability to work for long periods at a computer • Ability to maintain a professional approach at all times 		
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	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary team 	<ul style="list-style-type: none"> • Experience of handling patient complaints 	
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Kindness • Courage • Respect

	<ul style="list-style-type: none"> • Customer Care experience • Accurate data entry,, typing and checking skills • Ability to produce letters / reports using Word and Excel • Excellent interpersonal skills • Ability to communicate effectively with people at all levels • Ability to use own judgement to resolve problems and queries competently, including those of a sensitive and confidential nature • Ability to plan, prioritise and delegate workload • Manage and interpret data correctly to inform decision making • Ability to initiate & co-ordinate change to own working practices • Understanding of patient priorities and performance targets related to appointments and waiting times • Awareness of how to escalate patient queries and concerns following Trust policy and procedure 		
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Persona Qualities	<ul style="list-style-type: none"> • Ability to work for long period on computer • Ability to maintain a professional approach at all times • Ability to follow and work to policies and protocols • Reliable and adaptable • Able to work as part of a team 	<ul style="list-style-type: none"> • Ability to travel if required 	Interview
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