

### Person Specification

<b>Job Title</b>	Administration Assistant		
<b>AfC Band</b>	2	<b>Job Code</b>	409-6024037

**Method of Assessment: 'A' Application Form 'C' Certificate 'I' Interview 'R' Reference 'T' Test/Presentation**

Person Specification		Essential	Desirable	Assessment
<b>Qualifications</b>				
1	Educated to GCSE level or equivalent qualification and/or experience	X		A/C
<b>Knowledge &amp; Experience</b>				
1	Reception/office experience	x		A/I
2	Experience of working in a busy office environment	x		A/I
3	NHS experience		x	A
4	Experience of working in a clinic setting		x	A
<b>Skills</b>				
1	Good IT/computer skills (Microsoft Office and Outlook)	x		A/I
2	Accurate keyboarding skills	x		A/I
3	Excellent communication skills	x		A/I
4	Good knowledge and understanding of confidentiality	x		A/I
5	Ability to organise and prioritise own workload	x		I
6	Good interpersonal skills	x		A/I
7	Ability to participate and work within a changing and demanding environment	x		A/I
8	Able to deal with sensitive issues with tact and diplomacy	x		I
9	Able to present factual information and refer questions to others where appropriate	x		A/I
10	Ability to work as a member of a team		x	I
<b>Other</b>				
1	Ability to travel to various locations	x		I
2	Willingness and flexibility to provide cover for other clinics	x		I
3	Ability to remain calm under pressure	x		I
4	Flexible, adaptable approach	x		I
5	Willingness to train and support new assistant administrators and bank assistant administrators in respect of general IT, administrative duties and procedures		x	I