

Person Specification

Post: Ward Clerk

Attributes	Essential	Desirable	Method of Assessment
Education/Qualifications	Good basic education	RSA 11 ECDL	Application
Skills/Ability/Knowledge	<p>Microsoft Office.</p> <p>The ability to communicate effectively verbally and in writing to patients and staff at all levels, including on the telephone.</p> <p>Good customer care skills – able to put patient at ease and deal with them in a professional and positive way.</p> <p>The ability to work well under pressure and meet deadlines.</p> <p>Be organised, efficient and accurate in the processing of clerical work.</p> <p>Numerate – able to carry out basic calculations accurately.</p> <p>Attention to detail and ability to carry out work in a timely and accurate manner</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application & Interview</p>

	<p>The ability to work efficiently as part of a team</p> <p>The ability to prioritise own workload</p> <p>Able to act on own initiative and understand limitations of own role and knowledge</p>		Interview
Experience		Working in a Hospital or similar health care setting (patient/customer focused environment).	
Disposition <i>(natural skills)</i>	<p>Confidential and act with discretion</p> <p>Ability to deal with patients and relatives and handle emotion.</p> <p>Good team worker</p>		Application & Interview
Physical	<p>Presentable</p> <p>Good general health and signed fit by Occupational Health to perform tasks as per Job Description</p> <p>Able to work on computer for significant part of shift.</p>		Application & Interview