

**Person Specification**

Post: Administrator

Attributes	Essential	Desirable	Method of Assessment
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Work related training/development</li> </ul>	Application Form
<b>Skills/Ability/Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal Communication skills</li> <li>• Excellent interpersonal skills</li> <li>• Confidential</li> <li>• Excellent timekeeping</li> <li>• Able to work shift patterns</li> <li>• Adaptability/flexibility</li> <li>• Reliability</li> <li>• Able to work within a multidisciplinary team</li> <li>• Ability to confidently and competently use computer database systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to multi-task and adapt to constantly fluctuating working patterns</li> <li>• Ability to recognise urgent calls/situations and respond accordingly</li> </ul>	Application & Interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least two years' administrative experience</li> <li>• Experience in handling customer queries by:               <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Face to Face</li> <li>• Letter</li> <li>• Fax</li> <li>• E-mail</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Previous administrative work experience in a healthcare setting</li> <li>• Dealing with the public and/or customers in person</li> </ul>	Application Form & Interview

<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Work well in a busy environment</li> <li>• Good common sense</li> <li>• Commitment to patient welfare</li> </ul>		Interview
<b>Physical</b>	<ul style="list-style-type: none"> <li>• Neat and tidy and Presentable</li> <li>• Good general health and signed fit by Occupational Health to perform tasks as per the Job Description</li> </ul>		Interview