

**Person Specification
Ward Clerk**

	Essential	Desirable
Knowledge		<ul style="list-style-type: none"> • Knowledge of hospital administration system
Qualifications	<ul style="list-style-type: none"> • Possess or be willing to undertake NVQ Level 2 & 3 in Business Administration 	<ul style="list-style-type: none"> • Qualification in word processing / IT skills
Experience	<ul style="list-style-type: none"> • Basic Computer skills 	<ul style="list-style-type: none"> • Customer Care Experience
Communication Skills	<ul style="list-style-type: none"> • Evidence of effective verbal- face to face / telephone, non-verbal, written communications skills. 	
Judgement	<ul style="list-style-type: none"> • Demonstrate effective time management skills • Ability to prioritise and manage own workload to meet service demands 	
Personal Qualities	<ul style="list-style-type: none"> • Ability to work well independently and within a multidisciplinary team • Evidence of good interpersonal skills • Attention to detail • Awareness of personal limitations 	
Professionalism	<ul style="list-style-type: none"> • Ability to maintain a professional attitude at all times 	
Physical, Mental & Emotional Ability	<ul style="list-style-type: none"> • Ability to work under pressure and meet work load demands. 	