

PERSON SPECIFICATION

Emergency Department Administration Officer

	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> • Good general level of education, GCSE or equivalent in English • NVQ Level 2/3 or equivalent • Good IT Skills 	<ul style="list-style-type: none"> • RSA Level 2 or 3 • Recognised IT Qualification
Experience	<ul style="list-style-type: none"> • Proven ability to work as a member of a team 	<ul style="list-style-type: none"> • NHS experience or experience in a customer service environment.
Skills, Knowledge and Abilities	<ul style="list-style-type: none"> • Analytical and judgement skills • Accurate attention to detail • Excellent Keyboard skills • Excellent telephone and communication skills. • Ability to work under pressure. • Ability to prioritise own work load and work towards deadlines. 	
Personal Qualities	<ul style="list-style-type: none"> • Enthusiasm and motivation • Flexability in approach to work and the changing needs of the service/team. • Willingness to undergo further training 	