

Band 4 – Person Specification

Specification	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Administrative experience • Good standard of Education with a minimum of 5 'C' grade GCSE's (inc English Language and Maths) • Competence in use of various computer software packages • Previous experience within a Waiting list role or Elective Access role 	<ul style="list-style-type: none"> • Medical Terminology • EPR trained (Training available)
Experience and Skills	<ul style="list-style-type: none"> • Proven experience within an administrative role • Experience of working with the general public • Evidence of a positive approach to working in complex environments • Experience of setting and maintaining work standards • Ability to provide a range of options to deal with complex working situations • Methodical, conscientious & reliable • Knowledge of RTT 18-week pathways 	<ul style="list-style-type: none"> • Previous NHS experience • Evidence of team working
Specific Aptitude and Abilities	<ul style="list-style-type: none"> • Familiarity with NHS performance targets • Strong Computer Skills • Competent e-mail user • Experience of dealing with tight deadlines and targets. • Highly organised and have the ability to coordinate and prioritise own workload • Have and promote a professional working attitude • Ability to work as part of a team 	

<p>Interpersonal Skills/ Communication Skills</p>	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Excellent telephone manner • Able to demonstrate initiative and deal with sensitive information. • Ability to cope effectively under pressure • Accurate attention to detail • Experience of dealing with stressed/upset individuals in an empathetic manner. • Ability to adapt to rapidly changing demands and expectations. • Ability to use own initiative and act quickly and decisively. • Diplomacy Skills 	<ul style="list-style-type: none"> • Evidence of interacting with a wide range of people
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