

EMPLOYMENT CRITERIA / PERSON SPECIFICATION

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

Post Title	Patient Service Centre Administrator	Directorate/Department	Trust HQ
-------------------	---	-------------------------------	-----------------

People with disabilities may apply for this post. Please specify in the box below if there are any physical or mental impairments/disabilities which may prevent performance of this post to an acceptable level. (Hiring managers may be asked what arrangements – if any, can be made to overcome disability i.e. provision of equipment or changes to the physical working environment / job tasks.)

Assessment Method Key

(Note for candidates: This is not an exhaustive list and if you have any questions about the assessment methods listed, please contact the team member named on the job advert.)

Interview	These criteria will be assessed during an interview, should you be shortlisted.
Application	These criteria will be assessed at shortlisting; therefore anything not advised in your application can not be scored.
Presentation	

Physical requirements of the post

Requirements	Assessment Method	Essential	Desirable
Health and physical abilities sufficient for the post (if necessary with reasonable adjustments with respect to the Equality Act/Disability Discrimination Act).		X	
Professional appearance in line with the Trusts appearance policy.		X	

Qualifications / training required

Requirements	Assessment Method	Essential	Desirable
Good standard of education with literacy and numeracy skills to GCSE pass level 4-9.	Application / Interview / references	X	

EMPLOYMENT CRITERIA / PERSON SPECIFICATION

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

NVQ 2 diploma or equivalent		X	
Courses/further study attended to demonstrate evidence of personal development.			X
Previous or relevant experience necessary			
Requirements	Assessment Method	Essential	Desirable
Experience of working in a customer led environment.	Application / Interview / references	X	
Evidence of computer literacy.		X	
Competent in the use of Microsoft Office packages.		X	
Experience of working shifts.			X
Call handling experience.			X
Proficient in the use of hospital computerised patient systems.			X
Aptitudes and skills required			
Requirements	Assessment Method	Essential	Desirable
Excellent communication skills, including written, face to face and telephone.	Application / Interview / references	X	
Customer service skills		X	
Proven ability to work to deadlines, prioritise and multi-task.		X	
Friendly and approachable manner.		X	
Polite, sympathetic, and diplomatic.		X	
Able to get on with people and share knowledge with others.		X	
Able to assimilate information quickly,		X	
Team player.		X	
Special requirements of the post			
Requirements	Assessment Method	Essential	Desirable
Reliable.	Application / Interview / references	X	

EMPLOYMENT CRITERIA / PERSON SPECIFICATION

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

Flexible attitude – ability to work shifts that include evenings and Saturdays.		X	
Values and behaviours			
Requirements	Assessment Method	Essential	Desirable
Able to demonstrate behaviours that meet the Trust Values <ul style="list-style-type: none"> • Patients First • Always Improving • Working Together 	Application and Interview	X	