

PERSON SPECIFICATION

Job Requirements	Essential	Desirable
Education & Qualifications Educated to NVQ level 3 or above or equivalent experience ECDL or equivalent IT and keyboard skills	✓ ✓	
Experience and Knowledge A genuine interest in Palliative & End of Life Care team & embrace the one chance message Previous experience of working in a secretarial or administrative role Previous experience of working in a customer focussed role Experience of working in the NHS Experience of using word, excel, databases and PowerPoint	✓ ✓ ✓ ✓	✓
Skills and Ability Excellent interpersonal and communication skills; able to communicate sensitive information relating to patients with empathy and where there may be barriers to understanding Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management Ability to prioritise own workload Well-developed IT skills including the use of databases, Excel, PowerPoint	✓ ✓ ✓ ✓	
Personal Qualities High level of accuracy and attention to detail Able to work cohesively within a small team A positive 'can do' attitude and a receptive attitude to change A passion for improving the patient experience Tact and diplomacy	✓ ✓ ✓ ✓ ✓	
Personal Circumstances Ability to travel across the health community, as required Eligible to work in the UK	✓ ✓	

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