

**Aneurin Bevan University Health Board**  
**PERSONAL SPECIFICATION**  
**Band 3**

		<b>Essential</b>	<b>Desirable</b>
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Good Standard of Education</li> <li>• Knowledge of administrative procedures and systems, such as answering queries, progress chasing, task related problem solving, acquired through experience and training to Vocational Level 3 or equivalent demonstrable experience</li> <li>• ECDL or equivalent IT Qualification</li> <li>• Computer Literate, including knowledge of Microsoft Applications such as Excel, Word and Outlook</li> <li>• Evidence of continuous professional development</li> <li>• Knowledge of Administrative Processes</li> <li>• Customer Service Training</li> <li>• Knowledge of Patient Administration Systems, such as WPAS, CWS and Ormis</li> </ul>	<p><b>E</b> <b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	<p><b>D</b></p> <p><b>D</b> <b>D</b></p>
<b>Skills / Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent Telephone Manner</li> <li>• Excellent Communication Skills</li> <li>• Empathy, tact and diplomacy when dealing with difficult situations</li> <li>• Flexible to the needs of the service</li> <li>• Ability to work and problem solve under pressure whilst achieving targets</li> <li>• Demonstrate a commitment to achieving high quality standards of work</li> <li>• Remain professional at all times</li> <li>• Ability to use own initiative and meet deadlines</li> </ul>	<p><b>E</b> <b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous Clerical Experience</li> <li>• Customer Service Experience</li> <li>• Experience of dealing with the public</li> </ul>	<p><b>E</b></p> <p><b>E</b></p>	<b>D</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Detailed knowledge of WPAS</li> <li>• Knowledge of CWS</li> <li>• Knowledge of Ormis</li> <li>• Knowledge of how to plan and prioritise</li> <li>• Understanding of Health Board Policies and Procedures</li> <li>• Knowledge of WAG</li> </ul>	<p><b>E</b> <b>E</b></p> <p><b>E</b></p>	<p><b>D</b></p> <p><b>D</b></p>

	Guidelines, including RTT Welsh Speaker		D
Personal Attributes	• Excellent communication skills	E	
	• Ability to work effectively with clinicians/Directorate Managers	E	
	• Ability to manage difficult situations	E	
	• Ability to develop good and effective employee relations	E	
	• Ability to maintain concentration with frequent interruptions from both staff and users of the service	E	
	• Team Player		
	• Ability to use own initiative	E	
	• Adaptable to new ways of working	E E E	
	• Ability to work with a great deal of accuracy and with an eye for detail	E	