



**PERSON SPECIFICATION**

**Job Title: Clinical Typist & Administrator**

Assessment Criteria	Essential	Desirable	Identified
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working in a clerical/administrative role</li> <li>• Demonstrable working knowledge of Microsoft packages including Word</li> </ul>	<ul style="list-style-type: none"> <li>• Previous hospital or NHS experience working in a clerical/administrative role</li> <li>• Knowledge of medical terminology</li> <li>• Knowledge of Policies, including Referral to Treatment Patient Access Policy</li> <li>• Knowledge and understanding of RTT National and local waiting time rules</li> </ul>	
<b>Eligibility/Qualifications/Training</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 GCSEs including English and Maths at Grade C or above or equivalent qualification</li> <li>• OCR/RSA/NVQ Level II or completion of a Business and Administrative Level II</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL or equivalent qualification</li> </ul>	



	<p>Apprenticeship or demonstrable equivalent qualification and experience in keyboard skills and typing</p>		
<p><b>Interpersonal Skills</b></p>	<ul style="list-style-type: none"> <li>• Ability to deal calmly and diplomatically with a range of personalities and situations</li> <li>• Flexible and adaptable, able to take direction and instruction from others</li> <li>• Team Player with a professional approach to work and colleagues; able to develop good working relationships</li> <li>• Demonstrates Trusts values and behaviours</li> <li>• Effective communication skills</li> <li>• Commitment to Continuing Personal &amp; Professional Development</li> </ul>	<ul style="list-style-type: none"> <li>• Customer care experience or qualification</li> </ul>	



<b>Organisational Skills</b>	<ul style="list-style-type: none"><li>• A methodical and organised approach to work</li><li>• Ability to work under pressure to meet tight deadlines in a busy environment</li><li>• Ability to prioritise and manage own workload for best effect and work without direct supervision</li><li>• Exercise good judgement; use own initiative</li></ul>		
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**Key for 'Identified':** AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates