

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

PERSON SPECIFICATION

Job Title: Hertfordshire Paediatric Liaison Team Administrator

Date last reviewed: October 2022

CRITERIA	ESSENTIAL	DESIRABLE
KNOWLEDGE, TRAINING AND EXPERIENCE	<p>Advanced IT skills</p> <p>RSA III/NVQ 3 or equivalent.</p> <p>Trained and experienced at intermediate level in a range of software packages</p> <p>Experience in a secretarial / administrative environment</p>	<p>Proficient knowledge of electronic patient record</p> <p>Experience in healthcare setting</p> <p>Knowledge of healthcare terms used in their day to day working</p>
AREAS OF EXPERIENCE AND KNOWLEDGE:	<p>The ability to organise and prioritise own workload within any specified guidelines where guidance is not readily available, but at set intervals</p> <p>Proficient in diary management co-ordinating appointments to ensure best use of Managers' time</p> <p>Experience of transcribing formal minutes of meetings.</p> <p>Independent/lone working and team working skills</p> <p>Experience of adapting to change and managing work in a changing environment</p>	<p>Evidence of the ability to organise and plan complex events</p> <p>Experience of supervising and training others</p> <p>Experience of assisting to set up a new team</p>

	Evidence of ability to be flexible and show initiative, sensitivity and enthusiasm to work	
COMMUNICATION SKILLS	<p>Excellent verbal and written communication and presentation skills in person, on telephone, and electronically.</p> <p>To be experienced in dealing with people in distress in a calm and confident manner, using de-escalation skills where appropriate</p> <p>To have proven skills and experience establishing effective working relationships with Managers and colleagues</p>	
ANALYTICAL SKILLS	<p>Problem solving, decision making and analytical skills.</p> <p>Ability to analyse data and compile information for reports</p>	Ability to compile reports
DIVERSITY	<p>To show respect and empathise with patients</p> <p>To treat people with dignity</p>	
PHYSICAL EFFORT	<p>Frequently sitting in a restricted position for substantial periods of time</p> <p>Ability to drive across Hertfordshire</p>	
MENTAL EFFORT	<p>Good levels of sustained concentration</p> <p>Ability to deal with frequent interruptions and unpredictable pattern of work</p>	

	<p>Ability to cope with multiple tasks, tight deadlines and competing demands</p> <p>Ability to deal with patients who may present with challenging behaviour</p>	
EMOTIONAL EFFORT	<p>Ability and experience of dealing with distressing information and people in mental distress</p> <p>Emotional maturity and skills to manage stress</p>	
GENERAL	A good team player	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

