**PERSON SPECIFICATION**

**JOB TITLE: Senior Clinical Administrator**

**AFC REF NO: 2674**

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| **Person Specification**  **Selection Criteria** | **3. Essential/**  **Minimum**  **1. Desirable** | **Stage measured at. You must demonstrate the required criteria at all stages indicated** | | | |
| **Appli-cation form** | **Intervi-ew** | **Test** | **Prese-ntation** |
| Demonstrates a commitment to the Trust’s Values **1.1** Compassion  **1.2** Trust  **1.3** Respect  **1.4** Integrity | 3  3  3  3 |  | X  X  X  X |  |  |
| **Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)**  **2.1** Good standard of education including GCSE English and Mathematics Grade C (new Grade 4) or higher.  **2.2** ILM Level 3 or equivalent skills, knowledge and experience  **2.3** Knowledge of administrative procedures and systems acquired through training and experience to Vocational/NVQ Level 3 or equivalent.  **2.4** Prince 2 or equivalent project management skills, knowledge and experience | 3  3  3  1 | X  X  X  X |  |  |  |

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| Knowledge and Skills **3.1** Experience of working as an administrative supervisor/team leader which includes supervising or line managing staff, including planning, work allocation, performance, absence and recruitment and selection.  **3.2** Ability to plan, organise and prioritise the diaries and workload of self and others (aligned manager) without direct supervision, whilst working to meet deadlines.  **3.3** Exceptional written, verbal and face-to-face communication skills. Ability to communicate effectively with professionals and service-users at all levels in health and agencies external to health.  **3.4** Knowledge and experience of using modern communication technology.  **3.5** Experience of receiving, recording and relaying complex information via telephone.  **3.6** Experience of electronic diary management and also communicating effectively via email, including implementing a flagging/prioritisation system for self and others. | 3  3  3  1  3  3 | X  X  X  X  X | X  X  X  X | X |  |

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| **3.7** Responsibility for the organisation co-ordination and smooth-running of events and meetings utilising appropriate resources.  **3.8** Attending meetings and events including taking accurate and informative notes/minutes, identifying and following up actions.  **3.9** Experience of transcribing information from either dictation or handwritten notes.  **3.10** Experience in the development and implementation of electronic or paper-based office systems, which are continually maintained and updated.  **3.11** Excellent keyboard skills, and comprehensive knowledge of Microsoft Office packages to produce reports, presentations and spreadsheets to a high standard.  **3.12** Experience and knowledgeof creating and formatting professional communications, such as letters, leaflets, presentations, reports and briefings to a high standard.  **3.13** Experience of using own initiative to undertake research within defined service parameters. | 3  3  1  3  3  3  3 | X  X  X  X  X | X | X  X  X |  |

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| **Experience (both work and ‘life’ related)**  **4.1** Experience of working corporately within a large, multi-professional team.  **4.2** Experience of providing administration support for a range of projects and assisting the project managers in updating key documentation such action logs and presentations.  **4.3** Experience of managing a team which works to a standard which is compliant with policy, procedure and other quality frameworks.  **4.4**  Ability to work to high levels of accuracy, demonstrating attention to detail as the nature of the work demands high quality.  **4.5** Complex problem solving skills, with the ability to look for and negotiate solutions and actions and apply appropriate decision making.  **4.6** Dealing with complex complaints or other emotive situations with sensitivity, diplomacy and confidentiality.  **4.7**  Experience of ordering goods or services, monitoring progress of orders, checking receipt of goods or services to ensure invoices can be reconciled. | 3  3  3  3  3  3  1 | X  X  X  X | X  X  X | X  X |  |
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| **Personal Attributes**  **5.1** Able to work under pressure with conflicting demands and interruptions,  maintaining a high level of performance.  **5.2** Ability to assess the importance and urgency of situations for self, team and aligned manager/s and initiate actions, where appropriate.  **5.3** Proactive, with the ability to identify any unmet needs within the service.  **5.4** Assertiveness skills to challenge potentially inappropriate or unsafe actions of others, for the benefit of patients and the service  **5.5** Demonstrate flexibility and adaptability to meet the changing demands of the service.  **5.6**  Ability to learn and contribute from experience, training, feedback and the appraisal /personal development process to facilitate self and organisational development.  **5.7** Discretion and trustworthiness when dealing with highly sensitive or confidential information. | 3  3  3  3  3  3  3 | X | X  X  X  X  X  X  X |  |  |
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| **Standard Requirements**  **6.1** Commitment to Equality & Valuing Diversity Principles  **6.2** Understanding of Confidentiality & Data Protection  **6.3** Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides) | 3  3  3 | X  X | X  X  X |  |  |
| **Mobility** Own transport or suitable alternative. Dependence on public transport is not suitable for this role | 3 | You must demonstrate how you would meet the stated mobility requirement on your application form | | | |