

Person Specification		
POST: CLINIC SUPPORT ADMINISTRATOR		
Educational Requirements / Qualifications		
Essential	Highly Desirable	
<ul style="list-style-type: none"> RSA Level 3 or equivalent experience Good standard of secondary education, 5 GCSE C and above 	<ul style="list-style-type: none"> NVQ Level 2 in Administration or Customer Service or equivalent 	
Skills / Experience / Knowledge base		
Essential	Highly Desirable	
<ul style="list-style-type: none"> Advanced Keyboard skills Working knowledge of Microsoft Office, Word, Excel, Outlook. Excellent communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels Experience of working in an administrative role within a busy team Knowledge of the full range of secretarial procedures Clear understanding of Data Protection and confidentiality 	<ul style="list-style-type: none"> CAMIS experience e-Referral experience System-ONE experience Previous NHS experience Outpatient experience Understanding of 18 weeks Referral to Treatment targets 	
Personal Qualities / Aptitudes		
Essential	Highly Desirable	
<ul style="list-style-type: none"> Able to work calmly and methodically under pressure from busy workload Ability to manage unpredictable workloads Excellent organizational skills Ability to manage time and priorities of self and others Able to demonstrate initiative and work independently when necessary Ability to Work proactively Able to work flexibly Ability to work and communicate professionally with a wide range of people 	<ul style="list-style-type: none"> Willingness to learn and develop in a challenging environment Initiative to undertake new projects 	
Car owner / driver (Subject to the Equality Act (2010))		
Essential	Desirable	
NO	YES	
Additional Requirements		
Essential	Desirable	
<ul style="list-style-type: none"> Ability to work flexibly 		