

## Person specification

<b>Job title</b>	Ward Administrator
<b>Salary scale</b>	Band 3
<b>Division</b>	Maternity

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

Essential: E Desirable: D

Education and Qualifications	
GCSE level or equivalent passes including English and maths	E
NVQ 2 in office administration	D
ECDL	D

Experience	
Minimum of 6 months recent experience, including NHS reception / call centre work.	E
Experience of office & filing systems.	E
Experience using Patient Information Systems	E
Experience of using computer systems, including data inputting and Microsoft Office	E

Skills, knowledge and abilities	
Knowledge of the Data Protection Act	E
Understanding of the importance of patient confidentiality	E
Knowledge of medical terminology	D

Personal qualities	
Excellent interpersonal and communication skills; listening, questioning in an appropriate manner and offering explanations and instructions to service users.	E
Ability to communicate effectively with a wide range of people, including patients, senior staff and consultants	E
Ability to demonstrate sensitivity, tact and diplomacy.	E
Ability to respond to individuals who may present as hostile or in distress.	E
High level of customer care skills.	E
Good written communication skills.	E
Good organisational skills and ability to deal with competing priorities without direct supervision	E
Ability to follow policies & Application form and interview. procedures accurately and maintain consistency.	E
Ability to identify and raise problems appropriately.	E
Excellent attention to detail and accuracy.	E
Ability to work to tight deadlines in a pressurised environment.	E
Good IT computer skills including Microsoft Word, Excel and Outlook	E

Good written and verbal communication skills	E
Able to retain and communicate information effectively	E

Personal qualities	
Positive Attitude	E
Professional, helpful and approachable	E
Flexible, adaptable and self motivated	E
Conscientious approach to work: Ability to remain calm under pressure.	E