****

**Person Specification – Clinical Services Administrator**

**Qualifications**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * Word processing / typing to RSA level II or equivalent
* GCSE Grade C (or equivalent) in English
 | * Medical secretary qualification
* Word Processing / typing to RSA level III or equivalent
* A demonstrable computer qualification
* Evidence of continuous professional development
 |

**Skills for the role**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * Good working knowledge of Windows based software including Microsoft Office
* Excellent written communication skills
* Excellent interpersonal and communication skills in person and by telephone
* Ability to work flexibly within a small team, adapting role to meet changing needs
* Self-motivated and able to show initiative
* Strong time management and prioritisation skills / ability to work under pressure and to tight deadlines
 | * Minute taking
* Audio-typing
* Use of Clinical Systems
 |

**Experience / Knowledge for the role**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * A minimum of two years secretarial / receptionist experience, including a full range of general office duties
* Working within a team environment
* Knowledge of medical terminology
 | * Working in a medical setting e.g. medical secretary / receptionist
* Knowledge of patient record system e.g. SystmOne
* Data entry
* Understanding of the hospice environment
 |

**Personal qualities**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| * Able to cope with everyday situations arising from the palliative care environment
* Friendly, outgoing, sensitive and helpful
* Good organisational skills, methodical and adaptable
* Able to work with minimum supervision and prioritise own workload
 |  |