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**Person Specification – Clinical Services Administrator**

**Qualifications**

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| **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**

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| **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**

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| **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**

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| --- | --- |
| **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 |  |