

PERSON SPECIFICATION A4C Band 4

Post Title: Senior Business Support Administrator

Clinical Group: Community & Therapies

AFC: C1455

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
<u>Experience</u>	<ul style="list-style-type: none"> • Previous experience ideally in a healthcare administration environment. • Line Management experience 	AFI		
Qualifications	<ul style="list-style-type: none"> • Evidence of continuing professional development. • Previously gained or working towards a health records management qualification recognised by IHRIM, NVQ level 4 or equivalent experience/knowledge. 	AF AF		AF
Personal Qualities	<ul style="list-style-type: none"> • Reliable/Dependable • Flexible approach to work including cover for absent team members. • Good team working skills. • Interpersonal skills • Ability to work on own initiative. • Understanding and adherence of confidentiality. • Confident, courteous and professional approach at all times. • Calm but resolute disposition. • Able to set and meet targets in a pressurised arena. 	I & P AF		
Management / Supervision / Coordination skills	<ul style="list-style-type: none"> • Manage own workload effectively. • Able to co-ordinate work flows within team. • Provide first line supervision to team. • Able to identify training needs of team. • Appreciation and adherence of confidential issues relating to team members. • Ability to motivate self and team. • Ability to deal sensitively with anxious/distressed patients/relatives. • Ability to conduct Personal Development Reviews with team members. 	AF & I		

ATTRIBUTE	ESSENTIAL	HOW IDENTIFIED	DESIRABLE	HOW IDENTIFIED
Written skills	<ul style="list-style-type: none"> • Able to follow written instructions in English. • Proficient in reading and writing in English. • Ability to file numerically using multi digits. 	AF, I & T		
Communication/Verbal skills	<ul style="list-style-type: none"> • Able to speak, understand, receive and issue instruction in English. • Able to communicate face to face, by telephone and e-mail in a concise and informative manner. • Ability to communicate within multi-disciplinary teams 	AF, I & T		
Knowledge	<ul style="list-style-type: none"> • Have a comprehensive knowledge of service users requirements. • Knowledge of filing systems. • Be able to input, provide and retrieve basic data from a computer database. • Comprehensive knowledge of effective customer service/care. • Fully conversant with and ability to use SystmOne functionality. • Fully conversant with and ability to use in-house IT systems. 	I, AF		I
Physical skills	<ul style="list-style-type: none"> • Occasional exposure to verbal/physical aggression/abuse. 	I		
Mental Effort	<ul style="list-style-type: none"> • Frequent requirement for concentration. • Ability to work in a pressurised environment and adhere to deadlines. • Ability to deal with frequent disruptions. • Ability to deal with a multitude of different tasks consecutively throughout the day. 	I		

How tested:

AF	-	Application Form
I	-	Interview
P	-	Presentation
T	-	Test

