**Person Specification:**

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| Qualifications & Training – Essential Criteria |
| Administration and clerical experience.ECDL |
| **Qualifications & Training – Desirable Criteria** |
| Trakcare / EMIS and PECOS |
| **Experience – Essential Criteria** |
| Microsoft Office Software. |
| **Experience – Desirable Criteria** |
| Administrative experience within a NHS out-patient / Referral Management setting. |
| **Knowledge – Essential Criteria** |
| Microsoft Office Software. |
| **Knowledge – Desirable Criteria** |
| Trakcare,  |
| **Competencies & Skills – Essential Criteria** |
| * Excellent keyboard and computer skills
* Excellent knowledge of appropriate programmes e.g. word processing, Excel, PowerPoint and Access
* Being able to support a multidisciplinary team
* Ability to work in own role, while integrating as part of a team
* Ability to work unsupervised, using own initiative
* Good organisational and communication skills *(both verbal and written)*
* Ability to use initiative and work under pressure to meet deadlines
* Excellent negotiating skills
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| **Competencies & Skills – Desirable Criteria** |
| Being able to support a Multi-Disciplinary Team. |
| **Personal Characteristics and Other – Essential Criteria** |
| Excellent Customer Service  |
| **Personal Characteristics and Other – Desirable Criteria** |
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