**Person Specification:**

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