**PERSON SPECIFICA** **TION**

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| **This form must accompany the Job Description to which it refers.** |
| **Job Title** | **Patient Data Services Support Manager** |
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| **Band/Grade** | AFC Band 4 |

| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
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| **Qualifications** | Qualified to HNC level  or equivalent level of experience within a relevant job role |  |
| **Knowledge/Training** | Demonstrable experience in a Medical Data Quality/Service Delivery environment.Ability to analysis patient demographic and registration data history to ensure the accuracy and data quality of the informationAbility to interpret rules and regulations governing GP Practices with ease | Understanding of Data Protection and NSS Confidentiality guidelinesUnderstanding of CHI Management Board Governance FrameworkExperience in the use of medical processing software applications i.e. Community Health Index, Medex, Barex etc |
| **Experience**  | Experience in dealing with complex medical contractor enquiries and access requestsExperience in delivering training and support to wider team members and customersExperience of working in a quality assurance processes Experience in dealing with NHS Boards, GP Practices and patients. | Understanding of I.T. equipmentExperience in the use and administration of Crown Flexi, SSTS, eESS and TURAS. |
| **Personal Qualities** | Good team building skills with the ability to motivate and develop staff.Ability to prioritise workloadExcellent communication skills to communicate efficiently and effectively with staff and Stakeholders.Ability to analyse, interpret and present information effectively.Good concentration, accurate and with an eye for detail.Able to work under pressureArticulate, calm and polite manner. | Positive attitude and open to change. |
| **General**  | Excellent time keeping |  |
| **[if applicable, add or amend attributes]** |  |  |