**Person Specification**

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| JOB TITLE/BAND: | Receptionist/Administrative Assistant - Band 2 |
| **LOCATION:** | **The Corner, Young People’s Health & Wellbeing Service.** |
| **HOURS:** | 14.8 Per Week |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | Experience of using MS office including word, excel and email.  Experienced in the use of Canva, Sway and similar related design tools to produce reports.  Experience of collating data and producing well presented graphs and similar visual information from gathered service data  Previous experience of working with the public, ideally in a healthcare setting. | Previous experience in a NHS or other healthcare setting.  Previous experience of working with young people. | Application and Interview |
| **QUALIFICATIONS:**  (Training; Research; Publications) | Must have a good  educational background and  a high standard of written  and verbal communication. | Knowledge of a range of patient administrative  systems acquired through job training. | Application and Interview |
| **KNOWLEDGE & SKILLS:** | Excellent communication and interpersonal skills.  Good organisational skills.  Reception Skills.  Experience of accurately recording and producing minutes of meetings.  Ability to follow protocols & guidance. | Internet/NHS Tayside Policies & procedures.  Knowledge of NHS organisation/public sector.  Experience ordering and monitoring of supplies.  Experience dealing with processing payments and petty cash | Application, interview and references |
| **PERSONAL QUALITIES:** | Ability to work as part of a team.  Ability to remain calm under pressure.  Compassionate, non judgemental.  Ability to deal positively with the change process.  Demonstrates empathy.  Ability to demonstrate professional behaviour that centres around integrity. |  | Interview and references |
| **OTHER:**  (eg travel across Tayside) | Flexible and adaptable approach to service delivery. |  | Interview |