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| NHS LANARKSHIRE  PERSON SPECIFICATION  Chemotherapy Appointments Scheduler - NHSL25/015 – Band 4 | | | | |
| Criteria | Essential | | Desirable | |
| Qualifications & Training  Level of education, professional qualifications, training and learning programmes/courses | HND Business Administration or equivalent experience | |  | |
| Experience  Length and type of experience, level at which experience gained | Experience within a hospital or similar healthcare setting | |  | |
| Knowledge  Depth and extent of knowledge |  | | Knowledge of medical terminology  Understanding of the importance of data quality  Knowledge of cancer waiting times standards  Proficient in the use of hospital systems including Trakcare & Clinical Portal | |
| Skills/Abilities  Range and level of skills  i.e. communication (oral, written, presentation),  planning/organisation,  numeracy, leadership etc | Effective organisational skills  Ability to manage complex appointment scheduling  Ability to develop and implement administrative systems and processes  Effective problem solving approach  IT literacy skills, including data capture and complex networked systems  Good organisational skills with attention to detail and accuracy  Good communication skills with all levels of staff and members of the public  Ability to remain calm under pressure | | Proficient in use of software systems  Advanced keyboard skills  Excellent interpersonal skills  Thorough and meticulous  Track record of ability to prioritise and problem solve | |
| Specific Job Requirements  Environmental conditions, unsociable hours, car driver etc |  | | Enthusiastic, innovative and flexible approach to work  Car driver with a full, valid UK/EU/EEA drivers licence | |
| Signed: | | | | Date: |
| PRINT NAME: | | Designation: | | |