|  |
| --- |
| NHS LANARKSHIRE PERSON SPECIFICATIONChemotherapy Appointments Scheduler - NHSL25/015 – Band 4  |
| Criteria | Essential | Desirable |
| Qualifications & TrainingLevel of education, professional qualifications, training and learning programmes/courses | HND Business Administration or equivalent experience |  |
| ExperienceLength and type of experience, level at which experience gained | Experience within a hospital or similar healthcare setting |  |
| KnowledgeDepth and extent of knowledge |  | Knowledge of medical terminologyUnderstanding of the importance of data qualityKnowledge of cancer waiting times standardsProficient in the use of hospital systems including Trakcare & Clinical Portal |
| Skills/AbilitiesRange and level of skillsi.e. communication (oral, written, presentation),planning/organisation,numeracy, leadership etc | Effective organisational skillsAbility to manage complex appointment schedulingAbility to develop and implement administrative systems and processesEffective problem solving approachIT literacy skills, including data capture and complex networked systemsGood organisational skills with attention to detail and accuracyGood communication skills with all levels of staff and members of the publicAbility to remain calm under pressure | Proficient in use of software systemsAdvanced keyboard skillsExcellent interpersonal skillsThorough and meticulous Track record of ability to prioritise and problem solve |
| Specific Job RequirementsEnvironmental conditions, unsociable hours, car driver etc |  | Enthusiastic, innovative and flexible approach to workCar driver with a full, valid UK/EU/EEA drivers licence |
| Signed:  | Date:  |
| PRINT NAME:  | Designation:  |