

# Person Specification

<b>Job Title:</b>	Care Quality Directorate Administrator
<b>Grade:</b>	Band 3
<b>Reports To:</b>	Deputy Care Quality Support Manager

Criteria	Essential or Desirable Criteria	Assessment Method			
		A	I	T	R
Education and Qualifications					
• GCSE Maths and English (A to C) or equivalent	E		✓		
• NVQ Level 2 or equivalent qualification or experience	E			✓	
• RSA typing / word processing Level 3 qualification or experience		D	✓		
• Good working knowledge of Microsoft Word, Excel, Outlook and PowerPoint	E		✓		
Experience					
• Minimum 2 years administration experience in the last 5 years		D	✓		✓
• Experience of working with staff at all levels	E		✓		
• Diary management experience	E		✓		
• Preparation for meetings and minute taking	E		✓	✓	
• Previous experience of working in the NHS		D	✓		✓
• Good understanding of governance processes		D		✓	
• Understanding the importance of maintaining confidentiality	E		✓		✓
Skills and Knowledge					
• Excellent communication skills; both written and verbal	E		✓	✓	
• Excellent organisational skills	E			✓	
• Able to prioritise own workload effectively and efficiently	E			✓	
• High level of accuracy and attention to detail	E			✓	
• The ability to deal with work / communications of a highly sensitive and confidential nature	E			✓	
• Ability to multi-task	E			✓	
• Good, accurate typing speed	E			✓	✓
Personal Qualities					
• Awareness and respect for colleagues, patients and relatives cultural, religious and emotional needs and beliefs	E			✓	
• Able to demonstrate behaviours consistent with the Trusts Values and Behaviours	E			✓	
• Be prepared to work across sites as and when required	E			✓	
• Professional appearance and behaviour	E			✓	
• A positive attitude towards change	E				✓
• Ability to work under pressure and meet deadlines	E			✓	
• Good previous attendance record	E			✓	✓
• Be able to work flexibly	E		✓	✓	

Assessment Criteria: A = Application, I = Interview, T = Test, R = References