

Person Specification

All staff uphold and promote our Trust values

Innovative	<i>We seek new ideas and adopt best practice to improve our services.</i>
Caring	<i>We show kindness and consideration for others.</i>
Agile	<i>We deal with new situations quickly and successfully.</i>

Job title: Children & Young People's Therapies Service Administrator

Band: 3

Location / Work Base: To be confirmed

	Essential
Qualifications and Training	<ul style="list-style-type: none"> NVQ level 3 in Business & Administration or working at equivalent level GCSE English and Maths or equivalent European Computer Drivers Licence (or equivalent) Excellent keyboard skills / use of Microsoft Word and Excel
Experience and Knowledge	<ul style="list-style-type: none"> Previous experience of working in a 'patient focussed' role Administrative and clerical experience Health, safety and risk awareness Willingness to learn new skills
Skills and abilities	<ul style="list-style-type: none"> Good written and spoken command of English language Excellent courteous verbal and non verbal communication skills Excellent telephone manner Communicate effectively with colleagues, other disciplines, patients, relatives and carers Ability to work in a team and understand team dynamics Willingness to participate in meetings
General Skills	<ul style="list-style-type: none"> Manage and prioritise workload Self and time management

	<ul style="list-style-type: none"> • Organisational skills • Working knowledge of and experience in problem solving skills for office technology • Ability to work to deadlines • Accurate data input, amendment and deletion on electronic patient record • File Management • Monitoring stock and ordering office supplies and equipment
Personal Qualities	<ul style="list-style-type: none"> • Respects diversity • Shows respect for other people's beliefs • Preferences and choices • Values people as individuals • Identifies and takes action when own or others behaviour undermines equality and diversity • Responsible and reliable attitude to work • Ability to react in a flexible way to changing circumstances and demands of the service • Professional appearance • Discretion • Confidentiality • Empathetic approach to clients • Practical insight and approach • Tactful and diplomatic • Accurate and thorough data entry and message taking • Willingness to uphold the Trust's values • Eligible to live and work in the UK • Hold a full, valid, UK driving licence and have access to a car to use for business purposes (unless you have a disability as defined by the Equality Act 2010)