

**Manchester Locality Care Organisation
Community Paediatric Service**

Administration Team Leader – Band 4

Key: E – Essential D – Desirable A – Application Form I – Interview C – Test/Certification/Reference					
Person Specification		Criteria	Assessment		
		E/D	A	I	C
Education/ Qualifications	• Minimum of 2 GCSEs Grade 4/C (one of which is English) or functional skills level 2 in English and Maths	E	✓		✓
	• Recognised IT/typing qualification (RSA II/ECDL) or equivalent skills	E	✓		✓
	• Educated to Advanced level or equivalent	D	✓		✓
	• Business administration/supervisory Level 3 NVQ or equivalent experience	D	✓		✓
Experience/ knowledge/skills	• Strong supervisory/line management experience	E	✓	✓	
	• Considerable experience in an administrative/customer service office role	E	✓	✓	
	• Excellent working knowledge of Microsoft Office software applications, including Word, Excel, PowerPoint and Outlook	E	✓	✓	
	• Excellent knowledge of office systems/functions	E	✓	✓	✓
	• Excellent diary management skills	E	✓	✓	
	• Excellence, accuracy and speed when using a computer and ability to generate routine correspondence including minutes, reports, agendas	E	✓	✓	✓
	• Very good time management and organisational skills	E	✓	✓	
	• Very good team skills	E	✓	✓	
	• Very good problem-solving skills	E	✓	✓	
	• Flexible and cooperative approach to work and working with colleagues	E	✓	✓	
	• Ability to work as part of a team and to provide leadership. Demonstrates a positive 'can do' attitude	E	✓	✓	
	• Excellent interpersonal and verbal communication skills	E	✓	✓	
	• Ability to prepare, produce and analyse data-based reports in a variety of formats	E	✓	✓	
	• Knowledge of the NHS and how it functions	E	✓	✓	
	• Advanced knowledge of the Emis software/patient administration systems	D	✓	✓	
	• Knowledge of project management approaches	D	✓	✓	

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Personal attributes and abilities	• Ability to work on own initiative and prioritise own workload					E	✓	✓		
	• Ability to work to deadlines as required					E	✓	✓		
	• Demonstrates a readiness to make decisions and to take positive action.					E	✓	✓		
	• Ability to prioritise and handle a diverse and sometimes heavy and • challenging workload.					E	✓	✓		
	• Ability to maintain confidentiality and a professional manner at all times					E	✓	✓		
	• Flexibility in approach					E	✓	✓		
	• Desire to develop skills further and attend job related training					E	✓	✓		
Physical and Mental Requirements Health and Fitness	• The job holder must be assessed by Occupational Health as having a level of fitness to carry out duties/tasks after reasonable adjustments under the terms of the Disability Discrimination Act 1995 have been made					E	✓	✓		
Rehabilitation of Offender Act 1974	• A DBS check is not required for this post									