

## Person Specification

<b>Job Title</b>	Referral Management Centre Administrator	
<b>Band</b>	Band 3	
<b>Team</b>	Referral Management	
<b>Responsible for</b>	Referral Management	
<b>Accountable to</b>	Programme Manager, Referral Management Centre	

	Essential	Desirable	Assessment
Experience	<ul style="list-style-type: none"> <li>Customer care experience gained in a similar service sector</li> </ul>	<ul style="list-style-type: none"> <li>NHS Experience</li> </ul>	A / I
	<ul style="list-style-type: none"> <li>Able to converse in a positive manner with all levels of staff and customers</li> </ul>	<ul style="list-style-type: none"> <li>Call centre or similar experience</li> </ul>	A / I
	<ul style="list-style-type: none"> <li>Inputting and accessing data from PC based databases</li> </ul>		T
Qualifications	<ul style="list-style-type: none"> <li>A good standard of general education (GCSE Maths / English).</li> </ul>	<ul style="list-style-type: none"> <li>Higher education qualification</li> </ul>	C
Skills, Knowledge & Competencies	<ul style="list-style-type: none"> <li>Good oral and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Excel, Word and Databases</li> </ul>	A / I
	<ul style="list-style-type: none"> <li>An excellent telephone manner.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of clinical terminology</li> </ul>	T
	<ul style="list-style-type: none"> <li>Accurate keyboard skills. Familiarity with the use of computers.</li> </ul>		T
	<ul style="list-style-type: none"> <li>Ability to understand, absorb and comply with detailed procedures</li> </ul>		A / I
	<ul style="list-style-type: none"> <li>Able to demonstrate an understanding of issues relating to confidentiality.</li> </ul>		A / I
	<ul style="list-style-type: none"> <li>Demonstrate understanding of issues relating to equal opportunities.</li> </ul>		A / I
Personal Qualities	<ul style="list-style-type: none"> <li>Ability to work under pressure and to meet deadlines.</li> </ul>		A / I
	<ul style="list-style-type: none"> <li>Attention to Detail</li> </ul>		A / I
	<ul style="list-style-type: none"> <li>Ability to adopt to changing needs of the service</li> </ul>		A / I
	<ul style="list-style-type: none"> <li>Ability to organise own workload and work under own initiative with limited</li> </ul>		A / I

	supervision.		A / I
	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Flexible attitude to their work</li> </ul>		A / I

**Assessment Key**

A = Application Form, I = Interview, C = Certificate, T = Test/Assessment Centre