



**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

PERSON SPECIFICATION: Team Secretary/Administrator

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Training and Qualifications	<ul style="list-style-type: none"> ✓ NVQ level II in Business Admin or equivalent, plus relevant experience, or prepared to work towards <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> ✓ RSA Typing II, plus relevant administration experience, or prepared to work towards ✓ GCSE or equivalent in English 		Application Form Interview
Knowledge and Experience	<ul style="list-style-type: none"> ✓ Experience in dealing with a range of disciplines and agencies ✓ Experience of dealing with sensitive situations ✓ Sound up to date knowledge and experienced in the use of Microsoft packages to include word, excel and outlook ✓ Working knowledge of Data Protection Act and Information Governance 	<p>Previous Experience of working in a Health or Public Sector environment</p> <p>ECDL qualification or equivalent</p> <p>Experience of working in a client facing organisation</p>	Application Form Interview
Skills & abilities	<ul style="list-style-type: none"> ✓ Ability to take notes at meetings ✓ Ability to transcribe from audio, using digital dictation systems. 	Working knowledge of RIO	Application Form References Interview
<u>Competencies (Behaviours)</u>	<u>Definition for this role</u>		
Communication	<ul style="list-style-type: none"> ✓ Communicates effectively both verbally and in writing and is able to vary style to meet needs ✓ Must be able to observe confidentiality at all times 		Application Form Reference Interview
Organising & Prioritising	<ul style="list-style-type: none"> ✓ Ability to take notes/minutes at meetings ✓ Ability to deal with professionally with distressing information and with distressing / difficult patients ✓ Able to plan own work, ensuring timelines are met. ✓ To have a demonstrable commitment to quality assurance and maintain accurate records ✓ Ability to assess the importance/urgency of a situation and take appropriate action 		
Relationship building	<ul style="list-style-type: none"> ✓ Successfully build and maintain relationships with managers at all levels and colleagues ✓ Must be a team player as cover for colleagues is required 		
Valuing diversity	<ul style="list-style-type: none"> ✓ Shows respect & understanding of diversity and values differences, treats all people fairly and appropriately 		Application Form Reference Interview
Other	<ul style="list-style-type: none"> ✓ Motivated, confident & reliable ✓ Aptitude to develop own skills with a commitment to continued learning 		

Prepared by : **Emma Black/Joanna Mitchell**
 Designation : **Hub Admin Leads**
 Date : **November 2017**