

## PERSON SPECIFICATION

**Post: Ward Clerk Apprentice**

**Department: Critical Care**

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	Educated to GCSE or equivalent  Level 1 Literacy and Level 1 Numeracy Functional Skills (minimum)		A Should not already hold a Level 2 Customer Service qualification
Skills and abilities	Willingness to learn and committed to studies in order to achieve qualifications.  Ability to develop effective working relationships across the organization.  Maintain a professional approach: Smart and presentable.  Ability to communicate effectively and sensitively with others from a variety of backgrounds, both verbal and written  Demonstrate understanding re the importance of patient confidentiality and data protection.		A/I
Experience	Good working knowledge of IT Microsoft Packages such as Outlook, Word, Excel and other relevant programmes.	Working in an NHS Hospital	A/I
Personal qualities	Team member with a flexible approach to work, willing to adapt to changing situations and work pressures.  Friendly persona and willingness to go the extra mile		I

Values	Demonstrable ability to meet Trust values		Interview/ assessment
Other requirements			