

Person Specification

Job title:	Improved Access Service Administration Assistant
Location:	Here, 4 th Floor, 177 Preston Road, Brighton BN1 6AG and various locations across East Sussex

You will be assessed according to the extent in which you meet these qualities/ skills and how well matched you are to our core beliefs and commitments. Please note the methods of assessment are: A = application / I = interview / T = test



Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification because of their disability. Candidates who this applies to should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

Requirement	(E)ssential / (D)esirable	Assessment method (see note above)
Criteria 1: Qualifications		
Educated to GCSE standard or equivalent including English	E	A
Recognised qualification in the use of computer software e.g. Microsoft Word, Excel Access, ECDL	D	A
Basic Life Support training	D	A
Criteria 2: Personal Qualities		
Shares Here's values	E	A/I
Works well within a team	E	A/I
Capable of working with tact and diplomacy	E	A/I
Approachable, adaptable, supportive, self-motivated	E	A/I
Criteria 3: Experience and job-related knowledge		
Experience of prioritising work and meeting deadlines	E	A/I
Understanding of office systems such as diary management, rota management, bring forward systems, computer filing systems.	E	A/I
Able to communicate effectively and professionally both face to face and on the telephone with people at all levels	E	A,I
Demonstrated high standard of written and verbal communication skills	E	A,I

Requirement	(E)ssential / (D)esirable	Assessment method (see note above)
Demonstrating persistence in finding ways to overcome obstacles	E	A/I
To deal with patients in a professional and compassionate manner	E	A/I
Demonstrated understanding of Information Governance, Patient Confidentiality and Data Protection requirements	D	A,I
The ability to anticipate barriers and issues and take action to mitigate risks	D	A/I
Previous experience of working in a primary care setting	D	A/I
Experience of using electronic systems/databases to ensure efficient management of processes	D	A/I
Knowledge and understanding of the NHS and the challenges facing Primary Care.	D	A/I
Criteria 4: Skills		
Highly organised and able to work on own initiative in line with agreed parameters / procedures	E	A,I
High level of competence in Microsoft Office packages (Outlook, Word, Excel, and PowerPoint as a minimum)	E	A/I
Excellent communication skills (written and verbal)	E	A/I
Highly organised and able to work on own initiative, in line with agreed parameters / procedures	E	A/I
Able to resolve conflicting diary appointments and schedules	E	A/I
Time management and prioritisation skills	E	A/I
Analytical and problem solving skills	D	A/I
Criteria 4: Other Requirements		
Ability to drive and has own car	E	A/I
Proven record of good timekeeping and attendance	E	A/I
Ability to work flexible shift times between 08:30-20:30 Monday to Friday and 08:00-14:00 Saturday and Sunday	E	A/I
Able to show understanding of issues relating to equal opportunities	E	A/I
Tact and diplomacy	E	A/I
Smart and confident	E	A/I
Team working	E	A/I
Assertive but polite and patient	E	A/I
Approachable, adaptable, supportive, self-motivated	E	A/I