

PERSON SPECIFICATION
Medicine Centre – Assistant Service Manager

EXPERIENCE, SKILLS AND PERSONAL CIRCUMSTANCES

Education and Qualifications	<ul style="list-style-type: none"> • 2 A Levels or NVQ3 or equivalent qualifications. • Evidence of a commitment to continuous professional development • Or the ability to demonstrate the equivalent experience gained in a similar role
Previous Experience	<ul style="list-style-type: none"> • Experience of working with senior clinical staff in a healthcare setting • Ability to analyse data and present findings effectively • Significant experience of working autonomously in an administrative and clerical role demonstrating an ability to exercise own judgement and analyse situations in order to identify a way forward. • Experience of managing and monitoring patient pathways to ensure delivery of the 18-week referral to treatment standards and 2ww Cancer targets. • Experience and/or working knowledge of validating patient pathways to ensure they provide an accurate record • Experience and/or working of scheduling outpatient appointments and/or admissions
Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrable understanding of patient priorities and performance standards relating to appointments and waiting times • Evidence of ability to manage own workload effectively. • Experience of using a full range of IT systems including Microsoft Office and patient administration/data systems • Significant knowledge of 18-week referral to treatment standards • Excellent numerical skills • Advanced IT skill • Ability to manipulate data
Key Competencies and Behaviours	<ul style="list-style-type: none"> • Excellent communication skills • Ability to work well within a team • Be methodical and accurate • Demonstrate a caring and responsible attitude to our patient's experience of our services • Receptive to change • Values others ideas and opinions • Flexible to meet the needs of the service
Personal	<ul style="list-style-type: none"> • Ability to travel across all Trust sites as required.

Circumstances	
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