

PERSON SPECIFICATION
Unscheduled Care Group
Discharge Administrator – Corporate Operations

EXPERIENCE, SKILLS AND PERSONAL CIRCUMSTANCES

	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> • Educated to GCSE standard with Maths and English. Grades A - C • NVQ3 or equivalent qualification or experience, plus relevant work-based experience. • Evidence of a commitment to continuous professional development. 	<p>Working towards RSA II</p> <p>Information Governance</p>
Experience	<ul style="list-style-type: none"> • Proven ability to provide secretarial support to a manager. • Evidence of ability to achieve own work targets. • Creation, monitor and maintain databases • Good Keyboard Skills 	
Skills and knowledge	<ul style="list-style-type: none"> • Evidence of ability to deal with confidential and occasionally complex and sensitive matters with diplomacy and expertise. • Evidence of ability to manage own workload effectively. • Evidence of ability to exercise own judgement and occasionally analyse situations in order to identify a way forward. • Evidence of ability to make decisions. • Knowledge of full range of secretarial policies and procedures. • Evidence of advanced keyboard skills. • Evidence of standard level use of IT packages such as Microsoft Office suite of products, especially Excel • Ability to manipulate data and produce reports. 	<ul style="list-style-type: none"> • Ability to use relevant bespoke health or Trust IT products such as e-Rostering software or ESR, SEMA Helix, Ward Vision.
Personal Qualities/ Disposition/ Attitude	<ul style="list-style-type: none"> • Motivated, enthusiastic and confident • Adaptable and able to work under pressure • Excellent telephone manner 	<p>Committed to personal development</p>
Physical make-up	<ul style="list-style-type: none"> • Flexible approach 	
Other Requirements	<ul style="list-style-type: none"> • Flexibility to work across both main base sites of RSH and PRH 	