

## Personal Specification Emergency Centre – PA to Senior Nursing Team

<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE standard (or equivalent) English to Grade C or above.</li> <li>• NVQ3 administration or Customer Care/IT or equivalent qualifications of the ability to demonstrate the equivalent experience gained in a similar role.</li> <li>• Evidence of a commitment to continuous professional development</li> </ul>
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• Experience of operational administrative work within the NHS</li> <li>• 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.</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Exceptional interpersonal skills and the ability to develop relationships.</li> <li>• Evidence of ability to manage own workload effectively.</li> <li>• Experience of using a full range of IT systems including Microsoft Office and patient administration/data systems</li> <li>• Excellent numerical skills</li> </ul>
<b>Key Competencies and Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills both written and verbal.</li> <li>• Ability to work well within a team</li> <li>• Be methodical and accurate</li> <li>• Demonstrate a caring and responsible attitude to our patient's experience of our services</li> <li>• Receptive to change</li> <li>• Values others ideas and opinions</li> <li>• Flexible to meet the needs of the service</li> <li>• Understanding of patient confidentiality.</li> <li>• Experience of maintaining a fast pace of work and delivering to tight deadlines.</li> </ul>
<b>Personal Circumstances</b>	<ul style="list-style-type: none"> <li>• Ability to travel across all Trust sites as required.</li> </ul>