

### Person Specification - Ward Clerk

	Essential	Desirable
Knowledge	An understanding of the requirements of the role	Knowledge of hospital administration system
Qualifications	Possess or be willing to undertake NVQ Level 2 & 3 in Business Administration	
Experience	Basic Computer skills	Qualification in word processing / IT skills Customer Care Experience
Communication Skills	Evidence of effective verbal- face to face / telephone, non-verbal, written communications skills.	
Judgement	Demonstrate effective time management skills Ability to prioritise and manage own workload to meet service demands	
Personal Qualities	Ability to work well independently and within a multidisciplinary team Evidence of good interpersonal skills Desire to learn Attention to detail Awareness of personal limitations	
Professionalism	Ability to maintain a professional attitude at all times	
Physical, Mental & Emotional Ability	Ability to work under pressure and meet work load demands.	