

**Policy Document No: Per 1.1.2**

**Office Administrator (Clinical Services) Person Specification**

**Job Title:** OFFICE ADMINISTRATOR (CLINICAL SERVICES)

**Job Vacancy No:**

**Establishment:** Central Services

**Essential      Desirable**

**Knowledge**

- |   |   |   |   |
|---|---|---|---|
| 1 | Knowledge of what constitutes good office practice                        | ✓ |   |
| 2 | Knowledge of management processes included in job description             | ✓ |   |
| 3 | Knowledge of data collection, spreadsheets/ databases and clinical audits | ✓ |   |
| 4 | Knowledge of Microsoft office applications                                | ✓ |   |
| 5 | Knowledge of Data Protection and confidentiality issues                   | ✓ |   |
| 6 | Knowledge of service user group   |   | ✓ |

**Skills and Abilities**

- |   |   |   |  |
|---|---|---|--|
| 1 | Ability to attend work punctually and reliably  | ✓ |  |
| 2 | Ability to communicate effectively, verbally and in writing, on a variety of topics with a wide range of other people               | ✓ |  |
| 3 | Ability to manage own time to deal with multiple tasks effectively  | ✓ |  |
| 4 | Ability to manage a busy environment and ensure the delivery of an efficient and personable service to internal and external people | ✓ |  |
| 5 | Ability to take decisions and action on basis of own initiative   | ✓ |  |
| 6 | Ability to maintain efficient systems for the storage and easy retrieval of information (paper and computer-based)                  | ✓ |  |

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|  | <u>Essential</u> | <u>Desirable</u> |
|--|------------------|------------------|
| <b>7 Ability to produce good quality work and maintain positive relationships with other staff whilst working in a busy environment</b>                        | ✓                |                  |
| <b>8 Ability to use current versions of Microsoft Office applications competently (Word, Excel, Outlook)</b>   | ✓                |                  |
| <b>9 Capable of interpreting information contained in reports and translate into outcomes data (training will be given)</b>                                    | ✓                |                  |
| <b><u>Qualifications Required</u></b>  |                  |                  |
| <b>1 No criminal record including convictions, cautions, reprimands or bindings over which may be relevant to the safety and welfare of residents or staff</b> | ✓                |                  |
| <b>2 Minimum GCSE or equivalent (Grade C or above) in Maths and English</b>  | ✓                |                  |
| <b><u>Experience Required</u></b>  |                  |                  |
| <b>1 Experience of data entry and retrieval in a commercial capacity</b>   |                  | ✓                |
| <b>2 Experience in health or social care services</b>  |                  | ✓                |
| <b>3 Experience in audit/data validation and basic analysis</b>  | ✓                |                  |
| <b>4 Experience of working effectively as part of a team</b>   |                  | ✓                |
| <b>5 Experience of organising multiple tasks and managing own time effectively</b>   | ✓                |                  |
| <b>6 Experience in the use of Microsoft Office applications</b>  | ✓                |                  |

Person Specification prepared by HR Department

Date: 13 April 2010