

Person Specification

Job title:	Learning & Development Assistant (SMSKP)
Location:	Here, 4th Floor, 177 Preston Road, Brighton

Note to applicants

Candidates for posts will be assessed according to the extent to which they meet this person specification. It is therefore important that applicants pay close attention to all aspects of it when deciding if their skills, experience and knowledge match these requirements. Methods of assessment are indicated as follows: A = application form; I = interview; C = certificate; T = test. Desirable criteria will be used in selection processes where otherwise equally matched candidates are in competition (except where the Disability Discrimination Act (DDA) applies – see next paragraph)



Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification by reason of their disability. Candidates to whom this applies should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
<i>Criteria 1: Qualifications</i>			
Educated to NVQ Level 3, Certificate of Higher Education and/or equivalent experience.	E	A, C	
<i>Criteria 2: Experience</i>			
Previous experience in an administrative role	E	A, I	
Of working with a professional team	E	A, I	
Of complying with patient confidentiality and Data Protection requirements	D	A, I	Y
Of NHS admissions/outpatient department procedures	D	A, I	Y
Of patient administration systems and/or appointment booking systems	D	A, I	Y
Of customer care or similar service industry practices	E	A, I	Y
Experience of delivering and supporting staff through training	D	A, I	Y
Intermediate level use of healthcare computer	E	A, I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
systems such as ERS and SystmOne and other computer programmes e.g. Word, Excel, and basic Access skills			
Fast and accurate keyboard skills to RSA III or equivalent	E	A, I	
Criteria 3: Skills			
Excellent interpersonal skills	E	I	
Able to communicate effectively face to face and on the telephone with a range of people in a range of situations including senior staff and clinicians.	E	I	
Ability to explain complex processes clearly and concisely as part of training, applying context and explaining risks.	E	I	
Ability to provide high quality feedback to new and existing staff including clinicians in a training environment.	E	I, A	Y
Able to plan, organise and record training effectively and work under own initiative to achieve key training objectives.	E	I	
Ability to work to deadlines and under pressure within a time constrained environment with competing demands.	E	I	Y
Able to work as part of a team and to plan and organise activities to achieve objectives.	E	I, A	
Able to create clear, concise, grammatically accurate process notes and flowcharts.	E	I, A	
Criteria 4: Job Related Knowledge			
e-Referral Service (ERS)	D	A	Y
Hospital and care appointments systems	D	A	Y
Principles of care e.g. First do no harm and patient confidentiality	D	I, A	Y
Using Databases/ paper filing systems to ensure efficient management of processes	E	A, I	Y
Criteria 5: Other Requirements			
Proven record of good timekeeping and attendance	E	I	
Able to show understanding of issues relating to equal opportunities	E	I	
Tact and diplomacy	E	I	
To be able and willing to work flexible hours i.e. to support training within early morning/afternoon clinics	E		

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
To be able and willing to work from multiple sites across Sussex according to training demands	E		