

Personal Specification

Job title:	Team Assistant MSK
Location:	Here, 4 th Floor, 177 Preston Road, Brighton BN1 6AG

You will be assessed according to the extent in which you meet these qualities/skills and how well matched you are to our core beliefs and commitments.

Please note the methods of assessment which are:

A = application

I = interview

C = Certificate

T = Test



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 because of their disability. Candidates who this applies to 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?
Criteria 1: Qualifications			
Good standard of education or equivalent experience	E	A,C	
Criteria 3: Personal Qualities			
<i>Professional and polite</i>			
<i>Desire to learn</i>			
<i>Attention to detail</i>			
Criteria 3: Experience and job related knowledge			
Experience of complying with patient confidentiality and Data Protection requirements	D	A,I	Y
Experience in an administrative role	E	A,I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
Experience of working with a professional team	D	A,I	
Experience of NHS admissions/outpatients department procedures	D	A,I	Y
Experience of patient administration systems and/or appointment booking systems	D	A,I	Y
Experience of customer care or similar service industry practices	E	A,I	Y
Basic level use of Word and Excel	E	A,I	
Experience of dealing with difficult scenarios with patients by telephone.	D	A,I	Y
Criteria 4: Skills			
Able to communicate effectively face to face and on the telephone with a range of people in a range of routine work procedures.	E	I	
Excellent telephone manner - Manages calls in a professional way	E	A	Y
Good listening skills with an ability to maintain focus, recognise possible distractions and ignore/deal with them	E	A, I	
Able to work to procedure to the established standards required.	E	A, I	
A meticulous approach to paperwork and to data entry	E	A, I	
Able to write clear, concise, accurate letters	E	A, I	
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. late rota	E	I	