

Here

Who we're looking for: Person specification for Assistant Service Manager

Job title:	Assistant Service Manager (Additional Primary Care Service)
Accountable to:	Service Manager
Location:	Here, 4th Floor, 177 Preston Road, Brighton & Royal Sussex County Hospital

We want all employees to belong, thrive and contribute to our purpose, creating exceptional care for everyone.

The methods we use to see which of these you have can include:

- The application you submit to us.
- Any interview/s you attend with us.
- Any certificates we may ask to see.
- The test we may set you during an interview.

Positive about disability

We're committed to developing the careers of individuals with a disability. We will give full and fair consideration for all applicants. Applicants who confirm a disability that meet the essential criteria and evidence this within their application, will be interviewed.

Here value diversity and are committed to creating an inclusive culture where everyone can be themselves and reach their full potential. We actively welcome applicants who identify as LGBTQ+, disabled, and people of the *Global Majority.

*people who identify as Black Caribbean, Black African, South Asian, East Asian, Middle Eastern or Latin.

The skills, knowledge, and qualities we are looking for in our Assistant Service Manager	Is it essential for the job or just desirable?	How will the skill, knowledge, or quality be assessed?	Is on the job training provided to help in these areas?
Personal qualities			
Highly developed organisational skills	Essential	Application and interview	
Able to influence, negotiate, and persuade	Essential	Application and interview	
Good team worker combined with ability to	Essential	Application and interview	

lead projects and to work on own initiative. Self-motivated and able to work with minimum supervision.			
High degree of accuracy and attention to detail. Able to write clear, concise, grammatically accurate reports and project documentation.	Essential	Application and interview	
Able to work to deadlines within a time constrained environment and to work under pressure with competing demands, demonstrating a high level of resilience in the face of challenging situations.	Essential	Application and Interview	
Able to prioritise your own workload and that of the wider team, delegating where appropriate.	Essential	Application and Interview	
Resilient with a can-do attitude	Essential	Application and interview	
Flexible and adaptable where necessary. Comfortable with change that happens at a pace	Essential	Application and interview	
Experience and job-related knowledge			
GCSE Maths and English or relevant experience	Essential	Application and interview	
Able to work with a professional team	Essential	Application and interview	
Intermediate level using Word, Excel, and Outlook	Essential	Application and interview	Yes
Able to use numerical data, summarising into accurate reports	Essential	Application and interview	
Able to support staff in dealing with upset or difficult people by telephone	Essential	Application and interview	
Committed to equalities in employment and promoting diversity in the workplace.	Essential	Application and interview	
Experience or knowledge of the NHS/Public Sector	Desirable	Application and interview	Yes
Experience of working with patient administration systems and/or appointment booking systems	Desirable	Application and interview	Yes

Skills			
Proven track record in developing strong relationships with the ability to maintain working relationship both internally and externally	Essential	Application and interview	
Able to analyse referral trends and effectively manage the demand of incoming referrals	Essential	Application and interview	
Able to demonstrate the values of the organisation to help maintain the working culture	Essential	Application and interview	
Excellent interpersonal skills with the ability to demonstrate empathy and leadership and mitigate conflict where necessary.	Essential	Application and interview	
Able to communicate effectively in person and virtually with a wide range of people, ensuring information is shared accurately.	Essential	Application and interview	
Able to handle complex situations which can often include holding difficult conversations. Able to listen to different opinions and work towards a resolution.	Essential	Application and interview	
Able to manage complex tasks and project manage with a solution focused mindset/lens to ensure the delivery of set objectives.	Desirable	Application and interview	