

Job Title:	Senior Administrator
Band:	Band 4
Hours:	Full-Time 37.5 hours per week
Department:	STEP Team
Location:	St Giles CMHT, 1 St Giles House, St Giles Road, London SE5 7UD
Reports to:	Business & Admin Manager
Responsible for:	N/A

Personal Specification:

Each requirement will either be identified through the candidate's application form (A), interview (I) or by test (T). Candidates should not be hired unless they have ALL essential requirements. Areas that can be developed through learning and development are deemed desirable.

Qualifications	
<p>Essential Requirements</p> <ul style="list-style-type: none"> ❖ GCSE or equivalent qualifications in: English and Mathematics (A-C grade). (A) ❖ Equivalent administrative/secretarial experience (A) 	<p>Desirable Requirements</p> <ul style="list-style-type: none"> ❖ ECDL (A)
Experience	
<p>Essential Requirements</p> <ul style="list-style-type: none"> ❖ Significant experience in a responsible administrative/secretarial role. (A & I) ❖ Significant experience in dealing with the public face-to-face and via telephone. (A & I) ❖ Proven experience of office systems and procedures. (A & I) ❖ Experience of attending meetings and taking minutes/actions. (A) ❖ Experience of appointment booking systems (A) ❖ Experience of processing clinical correspondence, proof reading and formatting. (A) 	<p>Desirable Requirements</p> <ul style="list-style-type: none"> ❖ Experience of working in the NHS, ideally within mental health environment; hospital or community clinic (A)
Knowledge / Skills / Understanding	
<p>Essential Requirements</p> <ul style="list-style-type: none"> ❖ Excellent communication skills both verbal and written. (A & I) ❖ Confident telephone manner. (A & I) ❖ Accurate grammar, spelling and punctuation. (A) 	<p>Desirable Requirements</p> <ul style="list-style-type: none"> ❖ Knowledge of NHS in-house systems and databases (A) ❖ Excellent copy typing and audio typing skills (40wpm or above). (A)

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| <ul style="list-style-type: none"> ❖ Ability to plan, prioritise and multi-task. (I) ❖ Effective time management skills. (I) ❖ Proficient use of Microsoft Outlook, Word, Excel. (A/I) ❖ Ability to work independently on own and initiative to work as part of a team. (I) ❖ Ability to problem solve. (I) ❖ Ability to work under pressure and in potentially stressful situations. (I) ❖ Understanding and ability to work tactfully and patiently with challenging behaviours. (I) ❖ Awareness of Data Protection and Confidentiality. (I) ❖ Understanding and awareness of Equality and Diversity. (I) | |
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