

# Person Specification

Job Title: Directorate Specialty PA

Division/Department: Medicine

Band: 4

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
<b>Commitment to Trust Values and Behaviours</b>	Must be able to demonstrate behaviours consistent with the Trust's "We are here for you" behavioural standards		Interview
<b>Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>5 GCSEs C or above, to include English Language</li> <li>RSA III word-processing/text processing or equivalent</li> <li>NVQ level 3 in administration or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>ECDL</li> </ul>	A/T A
<b>Experience</b>	<ul style="list-style-type: none"> <li>Audio typing</li> <li>Medical Terminology</li> <li>Experience of Medway PAS, Notis, Winscribe, hospital IT systems</li> <li>Electronic diary management.</li> <li>Proven secretarial experience</li> <li>Previous experience of working in NHS in similar role</li> </ul>	Minute taking experience	T T A  A/I A
<b>Communication and relationship skills</b>	<ul style="list-style-type: none"> <li>Must be able to clearly and accurately convey information verbally gathered from both verbal and documented reports</li> </ul>		A

	<ul style="list-style-type: none"> <li>• Must be understanding and helpful</li> <li>• Can complete letters, forms, reports &amp; tables using computerised technology from information collected</li> <li>• Friendly and professional telephone manner</li> <li>• Maintain confidentiality, sensitivity and empathy in communication with patients/colleagues</li> <li>• Has ability to motivate, coach and mentor others within the team</li> </ul>		<p>I A/I</p> <p>A</p> <p>A/I</p>
<b>Analytical and Judgement skills</b>	<ul style="list-style-type: none"> <li>• Able to use judgement to make decisions in order to solve problems/enquiries</li> <li>• Uses resources cost effectively</li> <li>• Uses own initiative</li> <li>• Works in line with organisational goals and objectives</li> </ul>		A
<b>Planning and organisation skills</b>	<ul style="list-style-type: none"> <li>• Demonstrates an ability to organise own work schedule</li> <li>• Demonstrates an ability to delegate and organise work for others</li> <li>• Manages time effectively and displays initiative</li> <li>• Works within prescribed deadlines</li> <li>• Ability to prioritise workload</li> </ul>		<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A/I</p>
<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Uses own equipment responsibly</li> <li>• Frequent use of VDU equipment</li> <li>• Frequent sitting at a keyboard</li> </ul>		<p>I</p> <p>I</p> <p>I</p>

<p><b>Other requirements specific to the role (e.g. be able to work shifts/on call)</b></p>	<ul style="list-style-type: none"> <li>• Demonstrates an awareness of the importance of prompt timekeeping and good attendance at the workplace</li> <li>• Remains calm and co-operative under pressure or in difficult and uncertain situations</li> <li>• Highly motivated</li> <li>• Gives consistent and stable performance under pressure</li> <li>• Demonstrates enthusiasm and a conscientious approach to work, advocating this to others</li> <li>• Displays self-confidence, innovation and positive image</li> <li>• Flexible approach to work</li> </ul>		<p>I/A</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>A</p>
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