

**PERSON SPECIFICATION**

|  | <b>Essential</b>   | <b>Desirable</b>   |
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| <b>Education / Qualifications</b>      | <ul style="list-style-type: none"> <li>Higher Education qualification (i.e. 'A' Level/NVQ III standard) or equivalent/previous experience in an administration role</li> </ul>   | <ul style="list-style-type: none"> <li>Qualification or formal training in audit and/or risk management.</li> </ul>  |
| <b>Experience</b>                      | <ul style="list-style-type: none"> <li>Excellent writing and communication skills with acute attention to detail.</li> <li>Experience of writing and correcting reports.</li> <li>Experience of using Windows-based software and computerised databases to manage and present data.</li> <li>Ability to analyse problems and identify solutions.</li> <li>Ability to working autonomously in a fast-paced environment.</li> <li>Ability to work with colleagues to develop and providing training.</li> <li>Experience of being involved in service improvement or ability to understand the positive impact of quality improvement activities.</li> </ul>   | <ul style="list-style-type: none"> <li>Experience of working in a customer facing role.</li> <li>Previous involvement in peer reviews or external reviews.</li> <li>Experience of project management or quality improvement.</li> <li>Experience of working in a compliance team for regulatory standards in healthcare e.g., Care Quality Commission (CQC) or Health and Safety Executive (HSE).</li> </ul> |
| <b>Skills, knowledge and abilities</b> | <ul style="list-style-type: none"> <li>Highly organised with efficient time management. Ability to prioritise and work to own, and set, deadlines.</li> <li>Excellent interpersonal skills demonstrating a level of confidence and ability to communicate with clinicians and people with varying levels of seniority in both written and oral format.</li> <li>Able to communicate complex information to a range of staff, including report writing skills.</li> <li>Must be able to handle confidential and sensitive issues in a professional manner.</li> <li>Logical, organised, and systematic approach to managing data with a clear understanding of processes and process management.</li> </ul> | <ul style="list-style-type: none"> <li>Understanding of the respective roles of key regulators such as CQC and HSE or other governmental and non-governmental healthcare organisations.</li> <li>Presentation skills.</li> <li>Understanding of NHS structure and processes.</li> <li>Knowledge of using healthcare information systems and databases, or equivalent.</li> </ul>                             |

|  | <b>Essential</b>  | <b>Desirable</b> |
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|  | <ul style="list-style-type: none"> <li>• Able to plan and coordinate dairies to meet the delivery requirements of the team.</li> <li>• Self-motivated, with initiative and proactive independent problem-solving skills.</li> <li>• Ability to rapidly learn new information and adapt to a changing environment.</li> <li>• Able to demonstrate an enquiring mind and take responsibility for own learning.</li> </ul> |                  |