

PERSON SPECIFICATION FOR THE POST OF ORTHOTICS ADMINISTRATIVE CO-ORDINATOR

Criteria	Essential Requirements	Desirable Requirements	Evidenced by
<p>Qualifications/Training</p> <p>Looking for NVQ L3 in Business Administration, e.g. higher diploma, foundation degree, higher education.</p>	<ul style="list-style-type: none"> • Diploma/NVQ level 3 in an administrative subject or able to demonstrate knowledge and experience of a range of administrative procedures and policies acquired through training and experience • Supervisory/Management certificate/qualification 	<ul style="list-style-type: none"> • Educated to degree level or possessing equivalent experience • Knowledge of Governance issues. 	<ul style="list-style-type: none"> • Application Form • Formal interview • Certificates – verified and copies of originals taken for personal file
<p>Experience</p>	<ul style="list-style-type: none"> • Working in an NHS/clinical environment • Supervision and the development of staff • Supervision of administrative functions within a large complex organisation • Supervision of sickness absence and conduction of performance or capability investigations 	<ul style="list-style-type: none"> • Proven performance supervision of services and delivery of targets within set timescales • Experience of service improvement, waiting list management and demand & capacity planning 	<ul style="list-style-type: none"> • Application form • Interview • References

<p>Skills and Competencies</p>	<ul style="list-style-type: none"> • Excellent planning & organisational skills • Ability to prioritise workload to respond to changing demand • Ability to liaise and communicate with staff at all levels • Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives • Ability to handle complex enquiries - distressed & anxious patients • Ability to deal with challenging behaviour • Ability to provide excellent customer care • Knowledge of IT systems including MS Office and patient management systems • Analytical skills & ability to problem solve • Proven strong administration skills • Excellent telephone manner • Knowledge of Trust procedures • Able to work independently, with minimum 	<ul style="list-style-type: none"> • Understanding of the basics of finance and health and safety 	<ul style="list-style-type: none"> • Application form • Interview • References • Recruitment competency test
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	<ul style="list-style-type: none">• supervision Proven ability to motivate staff and encourage• teamwork Ability to coach and mentor others• Ability to effectively supervise staff on a day-to-day basis Ability to effectively performance manage staff • Ability to engage and influence staff within their area of responsibility• Ability to deal with members of a multi-disciplinary team• Thorough understanding of NHS performance targets• Knowledge of patient flow• Knowledge of Trust procedures• Keyboard Skills, (and any other physical skills required)		
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<p>Knowledge (including specialist or technical knowledge required)</p>	<ul style="list-style-type: none"> • Practical knowledge of change management • Knowledge of NHS targets specifically RTT • Working knowledge of Key Performance Indicators (KPIs) • Able to interpret information, analyse and present information according to need; and use for comparison, planning, monitoring, and improvement. • Knowledge of NHS IT systems, specifically Patient Administration System (PAS) • Strong IT skills - Microsoft Applications such as Excel/Outlook/Word/ • Operational management 	<ul style="list-style-type: none"> • Understanding of NHS Performance systems • Knowledge of Monitor / CQC and Data Information requirements 	<ul style="list-style-type: none"> • • Application form • Interview- e.g. scenario questions References
<p>Personal Qualities & Trust Values</p>	<p>To exemplify the Trust Values: Friendly – patients, colleagues, public are always put at ease and made welcome Excellence – ensure the care we deliver has great outcomes for patients</p>	<ul style="list-style-type: none"> • Excellent political awareness and sensitivity • Willingness to undergo further training and development 	<ul style="list-style-type: none"> • • Application Form • Interview References

Caring - put the patient first and be considerate of their needs
Professional - apply high professional standards to your role
Respect - for patients and each other

- Influencing skills
- Excellent interpersonal and communication skills, both written and verbal
- Ability to gain respect and credibility with senior colleagues
- Ability to prioritise own time, and effective at workload management
- Highly motivated with the ability to motivate others
- Team player
- Robust emotional attitude to competing work demands, change management requirements and tight time schedules
- Strong drive for results
- Flexible and reliable and uses initiative
- Comfortable proposing changes to own team processes

