



PERSON SPECIFICATION – PATIENT CARE ADVISOR

| | Essential (E) Desirable (D) or N/A | How Measured? A (Application) I (Interview) |
|---|--|--|
| APPEARANCE | | |
| Dress – smart and appropriate | E | I |
| Speech – clear and articulate | E | I |
| Manner – pleasant and professional | E | I |
| FORMAL QUALIFICATIONS REQUIRED | | |
| Educated to GCSE level – Min grades A-C in English and Maths | E | A/I |
| Educated to 'A' level standard | D | A/I |
| EXPERIENCE AND TRAINING | | |
| Minimum of 1 year working directly with members of the public in a busy office environment | E | A/I |
| Minimum of 1 years' experience of working in a general office / administrative office environment | E | A/I |
| Experience of working as part of a team | E | A/I |
| Minimum of 1 year working directly with members of the public in a busy NHS environment | D | A/I |
| Experience of answering telephone calls in a high call volume environment | D | A/I |
| SKILLS | | |
| Excellent customer care skills | E | A/I |
| IT skills: Moderate | E | A/I |
| Keyboard skills: Moderate | E | A/I |
| Library & indexing skills (filing) | E | A/I |
| Literacy skills (spelling, comprehension etc) | E | A/I |
| Numeracy skills | E | A/I |
| Organisational / problem solving skills | E | A/I |
| Verbal communication skills – ability to deal with people in person and on the telephone | E | I |
| Verbal reasoning skills | E | I |
| Clinical software skills (eg EMIS Web, System One, etc.) | D | A/I |
| Letter writing skills | D | A/I |
| Statistical / data analysis skills | D | A/I |
| Microsoft Office: | | |
| Word – minimum 2 years' experience | E | A/I |
| Excel – minimum 2 years' experience | D | A/I |
| COMMUNICATION | | |
| Verbal – vocabulary, pitch, tone, inflection of voice | E | I |



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|--|--|--|
| Body language – positive and self assured | E | I |
| Excellent Interpersonal Skills | E | I |
| COMPLEXITY AND CREATIVITY | | |
| Ability to solve problems within area of work/knowledge | E | A/I |
| Able to work with a wide variety of tasks | E | A/I |
| Ability to apply set procedures | E | A/I |
| Accurate and thorough approach | E | A/I |
| FLEXIBILITY | | |
| Flexible approach to undertaking a wide variety of tasks | E | A/I |
| Flexible with regard to working hours, e.g., anti-social hours, shifts, holiday and sickness cover | E | A/I |
| Able to undertake training outside of normal working hours if necessary | E | A/I |
| Interest in/aptitude for learning new skills/taking on new challenges? | E | A/I |
| JUDGEMENT AND DECISION MAKING | | |
| Comfortable working to agreed objectives | E | A/I |
| Ability to work without supervision (after initial training) | E | A/I |
| Ability to make decisions within defined procedures/legislation | E | A/I |
| PEOPLE SKILLS | | |
| Strong appreciation of customer service skills | E | A/I |
| Awareness of diversity issues and able to work in a positive, non-discriminatory way | E | A/I |
| Mature outlook | D | A/I |
| SOCIAL SKILLS | | |
| Outgoing, confident personality | E | I |
| Team player | E | A/I |
| Highly motivated | E | A/I |
| Empathic | E | I |