PATIENT CONTACT MANAGER
PERSONAL SPECIFICATION

APPLICATION NAME:	Essential (E) or Desirable (D)		Method Supporting Assessment: Application (A) or Interview(I)		Achieved by candidate?
QUALIFICATIONS					
Qualifications at A level standard *(or equivalent)*	E		A		
Has, working towards or would be willing to complete a level 5 management qualification		D	A		
Qualifications at level 6 or level 7 *(or equivalent)*		D	A		
Full (UK) clean driving licence		D	A		
EXPERIENCE					
2 years+ experience of managing/leading a team	E		A		
Experience of working in a healthcare setting, either primary care or secondary care	E		A		
Experience in implementing protocols, policies and guidelines	E		A	I	
Experience in change management, such as improvement to the delivery of services	E		A	I	
4 years+ experience of managing/leading a team		D	A		
Experience in Business Management		D	A		
Experience of handling complaints and/or volatile situations		D	A		
KNOWLEDGE					
Microsoft Windows applications – Word	E		A		
Microsoft Windows applications – Excel	E		A		
Microsoft Windows applications – Outlook	E		A		
Basic knowledge and understanding of HR policies and procedures	E		A	I	
Basic knowledge and understanding of budget management		D	A	I	
Clinical computer systems in SystmOne (TPP)		D	A		

SKILLS					
Completed all aspects of the application form with no spelling mistakes or errors	E		A		
Competent and confident in using IT & computers	E		A	I	
Excellent communication skills, both verbal and written	E		A	I	
Strong spelling and articulation skills with the ability to communicate to a range of people in different manners	E		A	I	
Excellent organisational skills with the ability to prioritise own workload	E		A	I	
QUALITIES / ATTRIBUTES					
Ability to work flexibly between the required hours to meet the demands of the Practice	E		A	I	
Committed with a strong work ethic	E		A	I	
To have a strong desire to build effective relationships with team members whilst maintaining boundaries as a Manager	E		A	I	
Open to feedback (positive & negative) and willing to learn and develop	E		A	I	
Ability to positively motivate others in a team setting	E		A	I	
Approachable	E		A	I	
Fast learner	E		A	I	
Ability to problem solve	E		A	I	
Ability to multitask	E		A	I	
Forward thinking	E		A	I	
Logical	E		A	I	
Systematic	E		A	I	
Adaptable & open minded	E		A	I	
Compassionate & empathetic	E		A	I	
Calm & professional disposition	E		A	I	

	Total Score Essentials	/29
	Total Score Desirable	/8

SHORTLISTED BY	
Person 1	
Person 2	

SHORTLISTING (please circle)		
I	R	N