

**CARE HOME & FRAILTY SERVICE (CHFS) ADMINISTRATOR
PERSON SPECIFICATION**

APPLICANT NAME:			Method Supporting Assessment: Application (A) or Interview(I)	Achieved by Candidate ?
	Essential (E) or Desirable (D)			
QUALIFICATIONS				
Maths GCSE Grade C or above (or equivalent)	E		A	
English GCSE Grade C or above (or equivalent)	E		A	
Qualifications at A Level standard		D	A	
EXPERIENCE				
1 years+ Experience – Customer Focused Role	E		A	
3 years+ Experience – Customer Focused Role		D	A	
Experience of working in an administrative role		D	A	
Telephone Call Handling		D	A	
Working within a confidential environment		D	A	
Experience working in General Practice or Primary Care		D	A	
KNOWLEDGE				
Demonstrate sufficient knowledge of the English language to communicate effectively with staff and patients	E		A	
Microsoft Windows Applications – Word Documents	E		A	I
Microsoft Windows Applications – Excel Spreadsheets	E		A	I
Clinical computer systems – SystemOne (TPP)		D	A	
Microsoft Windows Applications – Outlook		D	A	
SKILLS				
Completed application form with no spelling mistakes / errors	E		A	
Excellent communication skills – both verbal and written	E		A	I
Excellent organisational skills	E		A	I

QUALITIES					
Independent worker	E		A	I	
Can work collaboratively in a team	E		A	I	
Ability to multitask	E		A	I	
Flexible approach to demand	E		A	I	
Calm and professional disposition	E		A	I	
Total Score Essentials					/14
Total Score Desirables					/8

SHORTLISTED BY	
Number 1	
Number 2	

SHORTLISTING (please circle)		
I	R	N