

LTC ADMINISTRATOR PERSON SPECIFICATION

APPLICANT NAME:	Essential (E) or Desirable (D)		Method Supporting Assessment: Application (A) or Interview(I)		Achieved by Candidate ?
QUALIFICATIONS					
GCSE Grade C or above in Maths (<i>or equivalent</i>)	E		A		
GCSE Grade C or above in English (<i>or equivalent</i>)	E		A		
Qualifications at A Level standard (<i>or equivalent</i>)		D	A		
EXPERIENCE					
1 years+ experience – customer service role	E		A		
Working within a team	E		A	I	
Working independently	E		A	I	
Telephone call handling	E		A	I	
3 years+ experience – customer service role		D	A		
Working within a confidential environment		D	A		
Experience working in a medical environment		D	A		
Experience working in General Practice and/or Primary Care		D	A		
KNOWLEDGE					
Clinical computer systems – SystmOne (TPP)		D	A	I	
Microsoft Windows applications – Outlook		D	A	I	
Microsoft Windows Applications – Word		D	A	I	
Microsoft Windows Applications – Excel		D	A	I	
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	

Excellent organisational skills	E		A	I	
QUALITIES					
Ability to multitask	E		A	I	
Ability to problem solve	E		A	I	
Compassionate & empathetic	E		A	I	
Approachable	E		A	I	
Fast learner	E		A	I	
Adaptable to change	E		A	I	
Flexible approach to demand	E		A	I	
Caring & polite disposition	E		A	I	
Calm & professional disposition	E		A	I	
Total Score Essentials					/19
Total Score Desirables					/9

SHORTLISTED BY	
Number 1	
Number 2	

SHORTLISTING (please circle)		
I	R	N