

Person Specification



Job Title: Clinical Administrator (IPU & Clinical services)

Department: Patient & Family Services

Location: Dual sites: Warwick and Coventry

Responsible to: Clinical Administration Team Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications		<ul style="list-style-type: none">• Secretarial, PA or Administration qualification
Previous Experience	<ul style="list-style-type: none">• Administration experience including supporting clinical teams• Handling confidential and patient sensitive data• Supporting multiple people/ teams within one role	<ul style="list-style-type: none">• Hospice or charity sector experience
Skills and Attributes	<ul style="list-style-type: none">• Excellent communication skills including friendly and professional telephone manner• Excellent time management skills• Self- motivated, able to work autonomously and show initiative• Capacity to organise a diverse workload• Proficient with IT and all Microsoft Office applications (Word, Excel etc.)• Able to deal sensitively with patients and their families in sometimes distressing circumstances• Team working skills• Ability to prioritise tasks, plan your workload and work under pressure• Ability to adapt to change and have a flexible approach• Conscientious and hardworking	<ul style="list-style-type: none">• Understanding of patient confidentiality• Knowledge of patient databases