

Person Specification



Job Title: Senior Clinical Administrator- Medical

Department: Patient & Family Services

Location: Warwick Myton Hospice

Responsible to: Clinical Administration Team Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	• Good standard of general education including English and Maths at GCSE or equivalent level • Minimum 2 years secretarial, PA or administrative experience	• Secretarial, PA or Administration qualification • RSA Level 2 /NVQ or equivalent
Previous Experience	• Experience of providing effective administration support within a busy team in a clinical setting • Understanding of patient confidentiality and handling confidential and patient sensitive data • Supporting multiple people/ teams within one role • Knowledge of patient databases	• Hospice or charity sector experience
Skills and Attributes	• Ability to respond effectively to working alone or in a team • Ability to engage others both at peer and a senior level • Ability to use initiative • Excellent communication skills including friendly and professional telephone manner • Excellent time management skills • Self- motivated, able to work autonomously and show initiative • Efficient and with the ability to organise a diverse workload identifying and acting on priorities • Proficient with IT and all Microsoft Office applications (Word, Excel, Outlook etc.)	• Experience with electronic patient record systems.

	• Ability to deal sensitively with patients and their families in sometimes distressing circumstances • Team working skills • Ability to adapt to change and have a flexible approach • Conscientious and hardworking • Ability and flexibility to travel to Myton Hospice sites as and when required	
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