



North Staffordshire GP Federation

Person Specification: Administration Assistant

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications / Training	<ul style="list-style-type: none"> • GCSE English and / or Maths at grade C or above. • Further education qualification such as A levels, NVQ level 2 or above, degree etc . 	
Experience	<ul style="list-style-type: none"> • At least 3 year's relevant administration experience within a busy office environment. • Dealing with a wide range of people from different backgrounds. 	<ul style="list-style-type: none"> • Experience gained in a healthcare setting.
Skills and Knowledge	<ul style="list-style-type: none"> • High standard of literacy and numeracy. • Ability to work without close supervision. • Able to prioritise a number of conflicting demands. • Able to work as part of team. • Excellent organisation skills with the ability to prioritise workload. • The ability to exercise judgement when dealing with problems. • Excellent communication and interpersonal skills. • Resilient and Calm under pressure. • Excellent Computer skills including MS Word and MS Excel. 	<ul style="list-style-type: none"> • An understanding of Primary Care or NHS services. • Sensitivity and empathy with people from different backgrounds.
Other Factors	<ul style="list-style-type: none"> • An understanding of the need to maintain confidentiality at all times and to respect patient privacy. • Able to provide advice and information in a polite and courteous manner. • Ability to complete tasks to deadlines and to a specified standard. • Ability to be flexible in approach to work and possibly work at different hubs across North Staffordshire. • Driving licence and use of a vehicle for work purposes. 	

NOTE: The above criteria will be assessed via your CV and covering letter /personal statement initially and then further explored if you are successful in securing an interview. Therefore, please ensure that you address all of the essential criteria in your covering letter / personal statement.