

| Person Specification – Patient Administration Officer | | | |
|---|---|------------------|-------------------|
| Criteria | Essential | Desirable | Evaluation |
| Knowledge <ul style="list-style-type: none"> - Have a level of understanding of customer care - Have knowledge of billing, cashier and accounting processes - Have an awareness of UK health environment - Have some understanding and knowledge of medical terminology | <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> | | CV/S |
| Experience <ul style="list-style-type: none"> - Experience within a diverse range of administrative roles - Secretarial experience - IT literate, excel, word etc. - Evidence of effective staff liaison and co-operative working - Evidence of an empathetic and holistic approach to patient care - Experience with resolving complaints satisfactorily - Experience of report writing - Experience of data collection | <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> | | CV |
| Skills <ul style="list-style-type: none"> - Have evidence of effective organisational, interpersonal and communication skills - Able to demonstrate a proven level of achievement with the ability to liaise with the local team efficiently to a high level of performing - Highly numerate and have relevant skills in use of it software - Touch-typing skills - Strong relationship building skills - Able to make independent judgments/decisions, ability to solve problems - Able to work flexibly to achieve GenesisCare business objectives - Able to act as a trainer and mentor for new staff | <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> <p style="text-align: center;">Y</p> | | S |

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|---|--|--|----------|
| <p>General</p> <ul style="list-style-type: none"> - Energetic, self-motivated and an initiator of ideas - Confident, articulate, diplomatic and tactful - Flexible, able to meet unpredictable demands - Technology literate - Able to work unsocial hours - Prepared to travel (nationally and internationally) to meetings and training courses - Good interpersonal, organisational and communication skills | <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> | | <p>S</p> |
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Person Specification approved by:

Manager:

Date:

Legend

Evaluation:

CV = CV/Application form

S = Selection Programme (including Interview, Presentation, Test)