



## Person Specification Personal Assistant

|   | Essential   | Desirable  |
|---|---|--|
| Qualifications, experience and background | <p>Grade C or above in GCSE Maths and English</p> <p>A Level education or equivalent.</p> <p>Experience of dealing with confidential and sensitive data and appropriate maintenance and storage of records.</p> <p>Experience of administrative work</p> <p>Experience of teamworking</p> <p>Experience of using Microsoft Office</p>   | <p>Degree level education or equivalent</p> <p>Experience of working in health establishments – primary care or general practice especially.</p>                   |
| Specific knowledge/skills (technical)     | <p>A friendly approach and a high level of outward looking interpersonal skills and the ability to liaise effectively with a wide range of people including the PCN member practices, the CCG, partner organisations and significant stakeholders</p> <p>Ability to provide project management methodology to plan and implement project deliverables, ensuring that targets and milestones are met and delivered on time.</p> <p>Developing robust communications processes to meet audience needs.</p> <p>Implementing mechanisms for communicating effectively the progress of the project across all key stakeholders. First class organisational skills including the ability to prioritise work, balance conflicting priorities, monitor progress and exercise judgement about chasing progress as necessary</p> <p>Strong IT skills including a high level of proficiency in software programmes such as Word, Power Point, Excel, Access and Outlook</p> <p>A working knowledge of the issues of GDPR</p> <p>Excellent written and verbal communication skills to draft letters, briefing notes etc. and high attention to detail</p> <p>Ability to carry out research using appropriate methods including the internet</p> <p>Ability to manage a heavy and demanding workload and work under pressure to meet deadlines</p> | <p>Information compliance training re Freedom of Information and Data Protection</p> <p>NHS specific IT system experience</p> <p>Understanding of NHS services</p> |
| Personal attributes                       | <p>Highest level of professionalism, discretion and diplomacy in dealing with confidential information, sensitive issues or high-profile contacts</p> <p>Confident and proactive with the ability to work using own initiative and judgement and know when it is reasonable to do so</p>  |  |



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|                            | To be an independent learner<br><br>Commitment to continuous professional development and ability to learn new skills quickly  |  |
| Team and management skills | Ability to take own initiative as appropriate and also to work as a member of a team<br><br>Willingness to travel and work flexibly at times to meet the demands of the role to include some occasional evening and weekend working<br><br>Willingness to adopt a flexible and collaborative approach to tasks |  |