

PERSON SPECIFICATION – MEDICAL ADMINISTRATOR

QUALIFICATIONS	Essential	Desirable
Educated to GCSE level or equivalent	X	
ECDL		X
Business Admin		X
EXPERIENCE	Essential	Desirable
Experience of working with the general public	X	
Experience of administrative duties	X	
Experience of working in a health care setting		X
SKILLS	Essential	Desirable
Excellent communication skills (written & oral)	X	
Strong IT skills	X	
Clear, polite telephone manner	X	
Competent in the use of Office and Outlook	X	
Ability to work as a team member and autonomously	X	
Good interpersonal skills	X	
Ability to follow policy and procedure	X	
PERSONAL QUALITIES	Essential	Desirable
Polite and confident	X	
Flexible and cooperative	X	
Motivated	X	
Sensitive and empathetic in distressing situations	X	
Ability to work under pressure	X	
Attention to detail	X	
OTHER REQUIREMENTS	Essential	Desirable
Flexibility to work outside core hours		X
Ability to recognise and adhere to the need for strict confidentiality	X	
Disclosure Scotland Checks	X	