



**Phoenix Health Group
PERSON SPECIFICATION
Patient Administrator**

	Essential	Desirable
Qualifications	Good standard of education including qualification in English & Maths (Grade A-C, or equivalent)	Experience of working within Primary Care European Computer Driving License (ECDL) Level 2 (or equivalent)
Experience	Experience of dealing with the public/patients Experience of working in an office environment	Advanced use of Microsoft Office software Use of NHS eReferral System (ERS), systm1. Experience of medical systems
Knowledge/ Skills	Excellent keyboard and computer skills Excellent communication skills, verbal and written Clear understanding of Confidentiality requirements	Understanding of medical terminology
Qualities/ Attributes	An understanding, acceptance, and adherence to the need for strict confidentiality Ability to use own judgement, resourcefulness, and common sense Ability to work without direct supervision and determine own workload priorities Ability to work as part of an integrated multi-skilled team Pleasant and articulate Able to work under pressure Able to work in a changing environment Able to use own initiative	Ability to work as part of an integrated multi-skilled team