



Sheffield's Hospice

EMPLOYEE SPECIFICATION

POST: Project ECHO Support Assistant

A = Application

I = Interview

C= Certificate

St Luke's Hospice is an Equal Opportunities employer and promotes equality of access to employment. St Luke's Hospice employees are required to follow the specific HR Policies supporting recruitment & selection.

Factors	Description	Essential	Desirable	Assessment
Experience	• Evidence of recent clerical / office and project co-ordinating experience	√		A/I
	• Excellent keyboard skills	√		A/I
	• Working knowledge and application of MS Office software	√		A/I
	• Experience using computer software packages for accurate inputting, reporting, and data analysis	√		A/I
	• Problem solving experience.	√		A/I
	• Good analytical and numerical skills	√		A/I
	• Understanding of Data Protection and Confidentiality issues.	√		A/I
	• Experience of co-ordinating and prioritising own workload		√	A/I
	• NVQ 2 or 3 in Business Administration or equivalent	√		A/I
	• Experience in video conferencing technology		√	A/I
Qualifications/ Training	• Good general education (GCSE or equivalent)	√		A/C
	• Evidence of on-going and personal development	√		A/I

Interpersonal Skills	<ul style="list-style-type: none"> • Ability to interpret information requests, analyse data, produce ad hoc management reports • Ability to work as part of a team • Good communication skills with demonstrable experience to communicate sometimes complex information to employees, managers and external agents • Good organisational skills • Determined and confident • Committed to service improvement • Customer Focused • Calm under pressure, displaying confidentiality, tact and diplomacy 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>		<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>
Organisational Skills	<ul style="list-style-type: none"> • Self-motivated with an ability to deliver work within agreed timescales. • Able to work independently, prioritising workload effectively • Ability to work flexibly and adapt to new demands. 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>		<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>

***Assessment will take place with reference to the following information**

A=Application form

I=Interview

T=Test

C=Certificate