



Sheffield's Hospice

EMPLOYEE SPECIFICATION

POST: Ward Clerk

A = Application

I = Interview

P = Presentation

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.

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE			
Previous experience as a Receptionist	√		A, I
Significant Customer Service experience	√		A, I
Previous experience of using databases and producing reports	√		A, I
Previous experience of working within a confidential environment	√		A, I
Experience of working with volunteers			A, I
Experience of using a variety of technology based equipment e.g. switchboard, fax machine, photocopier	√	√	A, I
KNOWLEDGE			
Knowledge of a healthcare setting	√		A, I
Intermediate IT knowledge including use of all Microsoft packages and emails, Word, Outlook, databases, Zoom, Microsoft teams	√		A, I
QUALIFICATIONS/TRAINING			
NVQ in Customer Service or equivalent or willing to undertake	√		A, I
RSA/OCR typing/word processing to an intermediate level (or equivalent)	√		A, I

SKILLS/ABILITIES			
Excellent interpersonal, oral and written communication skills	✓		A, I
Excellent prioritising and organisational skills	✓		A, I
Excellent telephone manner and able to communicate information clearly and sensitively in person and over the telephone.	✓		A, I
Ability to interact at all levels and deal with conflict management	✓		A, I
Ability to work flexibly	✓		A, I
Ability to contribute constructively and work effectively in a team and autonomously	✓		A, I
Ability to work with the minimum supervision	✓		A, I
Ability to maintain confidentiality	✓		A, I
Attention to detail and high levels of accuracy	✓		A, I
Embracing continuous improvement	✓		A, I
Good IT skills	✓		A, I
PERSONAL ATTRIBUTES			
Able to use initiative/ be pro-active	✓		A, I
Willing to undergo further training	✓		A, I
Customer focussed	✓		A, I
Pleasant disposition	✓		A, I
Resilience in complex and demanding situations	✓		A, I
VALUES			
Ability to demonstrate, understand and apply our organisations values. These are embedded in all roles and applicants must evidence their own values during the selection process.	✓		A, I
<ul style="list-style-type: none"> • Compassionate • Dignified • Inspired • Pioneering 			

