



ST GEORGES SURGERY
62 Haslingden Road
Blackburn
BB2 3HS

Admin Support Officer - Person Specification

Person Specification – Admin Support Officer to Practice Manager		
Qualifications	Essential	Desirable
Good standard of education with excellent literacy and numeracy skills	✓	
Leadership and / or Management Qualification		✓
AMSPAR Qualification		✓
Experience	Essential	Desirable
Experience of working with the general public	✓	
Experience of working in a health care setting	✓	
Experience of leading multidisciplinary teams		✓
Experience of performance management, including appraisal writing, staff development and disciplinary procedures		✓
Experience of workforce planning		✓
NHS / Primary Care General Practice experience	✓	
Relevant health and safety experience		✓
Experience of producing agendas and minutes for meetings	✓	
Skills	Essential	Desirable
Excellent communication skills (written, oral and presenting)	✓	
Strong IT skills (generic)	✓	
Excellent leadership skills		✓
Strategic thinker	✓	
Ability to prioritise, delegate and work to tight deadlines in a fast-paced environment	✓	
EMIS user skills	✓	
Effective time management (Planning & Organising)	✓	
Proven problem solving & analytical skills	✓	
Ability to develop, implement and embed policy and procedure	✓	
Ability to motivate and train staff	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Excellent interpersonal skills	✓	
Motivated and proactive	✓	
Ability to use initiative and judgement	✓	
Forward thinker with a solutions focused approach	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Confident, assertive and resilient	✓	
Ability to drive and deliver change effectively	✓	
Ability to motivate teams, enhance morale and maintain a positive working environment, including team building sessions	✓	



Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Maintains confidentiality at all times	✓	
Full UK driving licence	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.