

**Clinical Planner**  
**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent keyboard and IT skills – experience of using Microsoft Excel, Word &amp; email</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with the public.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing clinics, diary management or appointment ledgers</li> <li>• Working in a customer service role.</li> <li>• Experience of developing services/systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Able to work as part of an integrated multi-skilled team and also autonomously</li> <li>• Problem solving skills</li> <li>• Excellent attention to detail and time management skills - able to organise and prioritise own workload</li> <li>• Excellent communication skills (oral and written)</li> <li>• Fluency in the English language (written and spoken)</li> <li>• Excellent interpersonal skills</li> <li>• An empathetic and non-judgemental attitude towards team members and service users.</li> <li>• An understanding of and adherence to strict confidentiality at all times</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of team dynamics</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Confident, self-motivated and able to work with minimal supervision</li> <li>• Innovative, adaptable and flexible</li> <li>• Positive attitude to change/ proactive approach but also pragmatic and realistic</li> <li>• Methodical and organised</li> <li>• Hard working, reliable and resourceful</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the implications of cultural differences for service delivery</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Willing to work as necessary across sites</li> <li>• Willing to undertake training relevant to the position</li> </ul>	