

PERSON SPECIFICATION



Job title: Clinical Admin Lead

Department: Clinical Admin

Responsible to: Patient and Family Support Lead

Grade: C2

Job Purpose

The Clinical Administration Lead is responsible for ensuring the smooth operation of clinical services at St. Michael's Hospice by providing high-level administrative support to the Clinical Director, Medical Director, and the Clinical Management Team (CMT). This role includes managing the clinical administration team and receptionists, enhancing administrative processes to support efficient service delivery.

Requirements	Essential	Desirable	Evidence
Education/ Qualifications	<p>NVQ Level 4 (or equivalent) in a Business & Administration-related subject.</p> <p>Educated to GCSE (or equivalent) standard, with passes in English and Maths.</p>		<p>CV / Application Form</p> <p>Certificates</p>
Previous Experience	<p>Experience in administration within a customer-focused environment.</p> <p>Supervisory or office management experience.</p> <p>Experience in handling non-routine and complex problems, including progress chasing, resource, and staff allocation.</p> <p>Secretarial or office administration, including diary management and customer service.</p> <p>Experience in managing sensitive or challenging situations.</p> <p>Written communication skills, including producing letters,</p>	<p>Experience working in a healthcare setting.</p> <p>Experience working with community professionals.</p> <p>Experience in a palliative care setting.</p>	<p>CV / Application Form</p> <p>Interview</p> <p>References</p>

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	emails, reports, minutes, and all other documentation.		
Skills, Knowledge, Abilities	<p>Strong knowledge across a range of administrative procedures, including non-routine tasks.</p> <p>People management and team development skills.</p> <p>Ability to compose correspondence from fragmented instructions.</p> <p>Excellent organisational skills.</p> <p>Advanced proficiency in Microsoft Office, with the ability to quickly learn new IT software.</p> <p>Ability to quickly learn and assimilate new information.</p> <p>Ability to remain calm in unpredictable situations and decide the most appropriate response, allocating tasks to the relevant person/team.</p> <p>Strong understanding of confidentiality and data protection.</p> <p>Ability to work under pressure, use initiative, and manage own workload.</p> <p>Leadership in administrative process improvements.</p>	<p>Proficiency in clinical software or database systems.</p> <p>Ability to be innovative and find solutions.</p> <p>Knowledge of hospice work.</p>	<p>CV / Application Form</p> <p>Interview</p> <p>References</p>

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Attitude, Aptitudes & Personal Characteristics	<p>Ability to inspire and motivate others, fostering a positive and supportive working environment</p> <p>Empathetic and patient-focused.</p> <p>Calm and level-headed.</p> <p>Compassionate.</p> <p>Punctual and reliable.</p> <p>Flexible, resourceful, and adaptable.</p> <p>Motivated to learn, undertake training, and develop skills.</p> <p>Personable and positive.</p> <p>Trustworthy and ethical.</p> <p>Proactive.</p> <p>Strong problem-solving abilities.</p> <p>Ability to lead by example.</p> <p>Flexible approach to working patterns.</p>	<p>Personal resilience and the ability to cope with the emotional challenges inherent in hospice care.</p>	<p>Interview</p> <p>References</p>
Other requirements (e.g., on-call/driving licence/shifts)	<p>Willingness to provide cross-cover and work in all areas of the clinical admin service.</p> <p>Ability to work different shifts to support all clinical admin services.</p>		

Reviewed by:	Chris Bagan, PFST Lead	Date:	11-2025
Signed by employee:		Date:	