

Information & Support Officer - PERSON SPECIFICATION

When you complete your application please ensure that you demonstrate how you meet all the essential criteria and as many of the desirable criteria as possible.

Essential Criteria

- Graduate qualification and/or three years' experience in a similar role to the one advertised
- Has demonstrable knowledge, interest and understanding of IT and a willingness to develop IT systems
- An interest in and commitment to, using IT to support the work of the department for example to help introduce case management systems
- An interest in updating, maintaining and developing websites
- Experience of using data base systems both inputting and retrieving information.
- Experience/interest in collecting data, and monitoring quality
- Able to undertake administrative tasks such as securing bookings for trains and travel; supporting casework staff in preparing for court hearings (e.g. court bundles) and other matters; post.
- Ability to develop relationships with professionals outside of the organisation especially lawyers.
- Forward thinking and versatile.
- Good communication skills, with the ability to articulate clearly and effectively both in writing, on the telephone, and face to face.
- Good client care skills: Able to work with tact, empathy and understanding with people who are vulnerable, distressed or traumatised by their experience of a medical accident whilst managing their expectations
- Ability to work effectively both as a member of a team and on own initiative.
- Committed to principles of equal opportunities and diversity

Desirable Criteria (Training will be provided where necessary)

- Interested in clinical negligence claims and patient safety.
- Previous experience of helpline and advice roles

The charity for patient safety and justice

- Experience of updating websites, experience of using WordPress would be particularly useful
- Experience of using case management and/or CRM software
- Experience of using graphic design programmes, experience of using Adobe In Design would be particularly useful
- Knowledge and/or experience of the NHS complaints & private healthcare complaints procedures.