

Person Specification

Post	Patient Experience Manager	Band	8a
Dept/ward	Directorate Of Patient Care		

Essential = E Desirable = D		E or D	Application form	Interview
Milton Keynes Hospital Standards	Demonstrable ability to:- - Treat everyone with respect, courtesy and kindness. - Provide timely care and attention. - Listen, inform and explain. - Involve you as part of the team and work together. - Are reassuringly professional. - Provide and maintain a clean and comfortable environment.	E E E E E E	A A A A A A	
Qualifications and knowledge	- Evidence of own updating and academic education. - Relevant First Degree. - Relevant Masters Degree or equivalent experience. - Teaching experience at all levels. - Communication skills.	E E E E E	A A A A A	
Experience	- Managing a team, minimum of 4 years experience. - Good documentation/written skills. - Excellent communication skills. - Previous management experience. - Previous budgetary experience. - Audit awareness. - Ability to critically analyse data. - Peer review process. - Working knowledge of the patients complaint process. - Project Management experience.	E E E E E E E E E D	A A A A A A A A A A	
Skills	- Standard setting experience. - Desire to develop academic knowledge. - Evidence of leadership qualities.	E E E		
Personal Qualities	- Maturity/self-awareness. - Good team working skills. - Sensitivity based on knowledge. - Enthusiasm/motivation. - Good interpersonal skills.	E E E E E		
Communication	- Good verbal and non-verbal skills. - Advanced communication certificate.	E E	A	

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	- Able to perform the duties of the post with reasonable aids and adaptations.	E	I