

Person specification

Post	Trust Lead for Complaints and PALS	Band	TBA
Dept/ward	Directorate of Patient Care Patient care		

Essential = E Desirable = D		E or D	Application form	Inter view
Milton Keynes Hospital Standards	Demonstrable ability to: <ul style="list-style-type: none"> • 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	A	I
Qualifications and knowledge	<ul style="list-style-type: none"> • Evidence of own updating and academic education • Relevant First Degree or equivalent experience • Relevant Masters Degree • Teaching experience at all levels • Communication skills 	E E D E E	A A A A A	

Essential = E Desirable = D		E or D	Application form	Inter view
Experience	<ul style="list-style-type: none"> • Managing a team, minimum of 4 years 	E	A	I
	<ul style="list-style-type: none"> • Minimum of 2 years success in a complaints management role 	E	A	I
	<ul style="list-style-type: none"> • Minimum of 5 years' experience of working in the field of NHS complaints and/or PALS 	E	A	I
	<ul style="list-style-type: none"> • Good understanding of operational issues in a NHS environment 	E	A	I
	<ul style="list-style-type: none"> • Experiencing of facilitating significant cultural change including the ability to motivate staff and change behaviours/attitudes 	E	A	I
	<ul style="list-style-type: none"> • Detailed working knowledge of NHS practices and procedures and experience of implementing new policies across a service 	E	A	I
	<ul style="list-style-type: none"> • Experience of implementing service changes following outcomes of complaints 	E	A	I
	<ul style="list-style-type: none"> • Experience dealing with complex and or sensitive information and unpredictable situations, including breaking bad news 	E	A	I
	<ul style="list-style-type: none"> • Good documentation/written skills 	E	A	I
	<ul style="list-style-type: none"> • Excellent communication skills 	E		I
	<ul style="list-style-type: none"> • Audit awareness 	E		I
	<ul style="list-style-type: none"> • Ability to critically analyse data 	E		I
	<ul style="list-style-type: none"> • Project management experience 	E	A	I

Essential = E Desirable = D		E or D	Application form	Interview
Skills	<ul style="list-style-type: none"> • Standard setting experience. 	E	A	I
	<ul style="list-style-type: none"> • Desire to develop academic knowledge. 	E	A	I
	<ul style="list-style-type: none"> • Evidence of leadership qualities. 	E	A	I
	<ul style="list-style-type: none"> • Confidence in making presentations and public speaking 	E	A	I
	<ul style="list-style-type: none"> • Able to balance competing priorities and meet personal and service targets with a fluctuating and demanding workload 	E	A	I
	<ul style="list-style-type: none"> • Ability to facilitate and challenge appropriately and communicate effectively with staff of all disciplines across all levels of the organisation 	E	A	I
	<ul style="list-style-type: none"> • Ability to remain calm whilst managing highly complex and difficult situations 	E	A	I
	<ul style="list-style-type: none"> • A strong sense of personal and team accountability 	E	A	I
Personal and people development	<ul style="list-style-type: none"> • Maturity /self-awareness 	E	A	I
	<ul style="list-style-type: none"> • Excellent team working skills 	E		I
	<ul style="list-style-type: none"> • Sensitivity based on knowledge 	E		I
	<ul style="list-style-type: none"> • Enthusiasm /motivation 	E		I
	<ul style="list-style-type: none"> • Recognition of staffs' strengths and weaknesses to enable staff to be developed 	E	A	I
	<ul style="list-style-type: none"> • To be able to lead a guide a team 	E	A	I
	<ul style="list-style-type: none"> • Excellent interpersonal skills 	E		I
	<ul style="list-style-type: none"> • Ability to work in partnership with staff from all disciplines and levels 	E	A	I

Essential = E Desirable = D		E or D	Application form	Interview
Communication	<ul style="list-style-type: none"> Outstanding written and communication skills Influencing and negotiating skills Ability to communicate effectively with those who may be angry, aggressive, distressed or emotional 	E	A	I
		E	A	I
Specific requirements	<ul style="list-style-type: none"> Able to perform the duties of the post with reasonable aids and adaptations 	E		I



As a teaching hospital, we conduct education and research to improve healthcare for our patients. During your visit students may be involved in your care, or you may be asked to participate in a clinical trial. Please speak to your doctor or nurse if you have any concerns.

Chief Executive: Joe Harrison
Chairman: Baroness Wall of New Barnet

