

## PERSON SPECIFICATION – SENIOR RECEPTIONIST/ADMINISTRATOR

<b><u>ATTRIBUTES</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Good level of general education</li> <li>• Literate and numerate</li> <li>• Competent computer user – Windows &amp; MS Word and email software</li> </ul>	<ul style="list-style-type: none"> <li>• 5 or more GCSEs, including English and Maths (Grade C) or equivalent</li> <li>• Recognised IT qualification</li> <li>• Knowledge of SystmOne clinical system</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Effective communication skills and telephone manner</li> <li>• Able to demonstrate a basic understanding of the role of a receptionist in a health or social care environment</li> <li>• Ability to organise and prioritise</li> </ul>	<ul style="list-style-type: none"> <li>• Understands issues regarding accountability and confidentiality</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Face-to-face customer care experience.</li> <li>• Working in a successful team.</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a GP Practice or similar health and social care environment.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Professional and friendly approach</li> <li>• Motivated, reliable and appreciation of confidentiality</li> <li>• Smart appearance</li> <li>• Ability to work as part of a team and independently</li> <li>• Able to cope with busy, stressful periods</li> <li>• Ability to cope with patient behaviour which may occasionally be challenging</li> <li>• Willingness to undergo education/training for to meet the needs of the</li> </ul>	<ul style="list-style-type: none"> <li>• Sense of humour.</li> <li>• Ability to work flexible hours, with prior notice if required.</li> <li>• Current driving licence and own transport.</li> </ul>

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