

PERSON SPECIFICATION – RECEPTIONIST/ADMINISTRATOR

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

	Practice	
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