

PERSON SPECIFICATION

Job Title:	Receptionist	Accountable To:	Practice Manager/Assistant Manager
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This form lists the essential and desirable requirements in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

	Essential	Desirable	Assessment
EDUCATION & QUALIFICATIONS			
Good level of education to GCSE standard or equivalent	✓		Application
EXPERIENCE			
Computer literate with excellent keyboard skills	✓		Application/Interview
Self-starter, able to work on own initiative, following set procedures and protocols	✓		Application/Interview
Use of clinical system software eg. INPS Vision		✓	Application/Interview
GP Practice experience		✓	Application/Interview
Reception/Customer Care experience	✓		Application/Interview
SKILLS & ABILITIES			
An enquiring mind with a willingness to learn new skills and procedures		✓	Application/Interview
Ability to organise own tasks and work systematically	✓		Application/Interview
Working knowledge of Microsoft Office applications	✓		Application/Interview
Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstances	✓		Application/Interview
Ability to respect confidentiality at all times	✓		Application/Interview

KNOWLEDGE & UNDERSTANDING			
Demonstrate an understanding and commitment to good standards of patient care	✓		Application/Interview/Reference
Enjoys working as part of a Primary Care Team	✓		Application/Interview
Sensitive to the concerns of others without being disproportionately influenced by them	✓		Application/Interview
Flexible in approach to work and ability to cover colleagues during leave/busy periods	✓		Application/Interview/Reference
Understanding of and commitment to Health & Safety in the workplace		✓	Application/Interview
PERSONAL ATTRIBUTES			
Be able to demonstrate an understanding and commitment to working within a large Primary Care Team	✓		Application/Interview
Ability to remain calm under pressure	✓		Application/Interview
Capable of working supervised and unsupervised	✓		Application/Interview
Capable of consistent accuracy and concentration under pressure	✓		Application/Interview
Objective and impartial	✓		Application/Interview
Keen to learn new skills	✓		Application/Interview
Self-motivated but aware of limits of authority		✓	Application/Interview
Practical approach to day to day issues		✓	Application/Interview