

PERSON SPECIFICATION		
JOB TITLE:	RECEPTIONIST	
Responsible to:	Reception	

QUALIFICATIONS	Essential	Desirable
• Good standard of general education	✓	
• RSA Typing qualification		✓
• GCSE English		✓
• GCSE Maths		✓
• Ability to demonstrate commitment to professional development	✓	
• European Computer Driving Licence (ECDL)		✓

EXPERIENCE	Essential	Desirable
• Experience of working in a public reception environment		✓
• Dealing with members of the public/patients	✓	
• Experience of working in Primary Care or the wider Health Care environment		✓
• Practical experience of liaising with other Healthcare Professionals, Primary Care Trusts, Patients, Solicitors and other External Organisations		✓
• Working experience in an administrative role		✓

SKILLS	Essential	Desirable
• Excellent communication and interpersonal skills (Written and Oral)	✓	
• IT skills to ideally include microsoft office software and/or experience of using a clinical or similar system		✓
• Time management, prioritisation and the ability to work to deadlines	✓	
• Negotiation and conflict resolution		✓
• Problem solving and change management skills		✓
• Ability to work under pressure	✓	

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Pleasant and articulate	✓	
• Adaptability and forward thinking	✓	
• Taking the initiative, self motivating, organising and prioritising your own workload	✓	
• Team working as part of an integrated multi-skilled team	✓	
• An understanding, acceptance and adherence to the need for strict confidentiality	✓	
• Willing to work extra hours to provide sickness/holiday relief	✓	

KNOWLEDGE	Essential	Desirable
• An understanding of Primary Care and the Healthcare system		✓

OTHER	Essential	Desirable
• Driving license		✓
• Non-smoker (the practice operates a non smoking policy)		✓