

Person Specification – Receptionist/Administrator

Essential:	Desirable:	Verified:
<u>Qualifications:</u> Good level of standard education	ECDL or equivalent	Application/ Interview
<u>Experience:</u> Previous experience in a customer care setting / public reception environment Call-handling experience Experience of operating general office systems. Working as part of an integrated multi-skilled team. Dealing with the public/patients	Working within a busy NHS environment Previous experience within Primary Care	Application/Interview References
<u>Knowledge:</u> Excellent keyboard and computer skills Excellent communication skills	ECDL or equivalent EMIS Clinical System	Application/Interview
<u>Skills & Ability:</u> Excellent communication skills, verbal & written Able to think and plan ahead using own initiative Work to deadlines, sometimes under pressure Flexibility in working hours Professional demeanour	Shows a commitment to personal, professional development Non smoker Full driving licence	Application/ Interview
<u>Attributes</u> Good sense of humour; personable An understanding, acceptance and adherence to the need for strict confidentiality Ability to work without direct supervision and determine own workload priorities Ability to work as part of an integrated multi-skilled team Able to work in a changing environment Pleasant and articulate Evidence of organisational skills		Application/Interview