**Person specification**

**Role: Part time Receptionist**

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| **Essential** | **Desirable** |
| **Qualifications** | |
| * Good GCSE results | * Qualifications/certificate in Customer Care NVQ or Practice Receptionist Programme parts 1-4, etc. |
| **Experience** | |
| * Experience of dealing with the public/patients * Experience of dealing with telephone enquiries * Experience of Microsoft: Email, Outlook, word. | * Experience of working in a health care environment * Experience of appointment schedules in a clinical system * Experience of working in a public reception |
| **Knowledge/skills** | |
| * Excellent keyboard and computer skills * Excellent communication skills | * Knowledge of medical terminology |
| **Qualities/attributes** | |
| * An understanding and ability to adhere to strict confidentiality * Ability to work as a member of an integrated multi-skilled team * Calm and professional approach * Polite and sympathetic manner * Able to use own judgement and initiative * Good interpersonal skills * Ability to work without direct supervision and determine own workload priorities * Able to adapt to different work situations |  |
| **Other** | |
| * Flexibility of working hours – be able to provide additional cover for holidays/sickness | * Experience of primary care |