**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.
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| **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
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| **Knowledge/skills** |
| * Excellent keyboard and computer skills
* Excellent communication skills
 | * Knowledge of medical terminology
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| **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
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| **Other** |
| * Flexibility of working hours – be able to provide additional cover for holidays/sickness
 | * Experience of primary care
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