



PERSON SPECIFICATION

Post: Medical Receptionist

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

Attributes	Requirements		Method of Assessment
	Essential	Desirable	
Qualifications/ Competencies	Evidence of good standard of education	NVQ or similar Customer Care/Relations type qualification IT and/or secretarial qualifications, eg, ECDL	Application form
Experience		Experience of working in a front-facing customer role. Experience of working in General Practice or healthcare setting	Application form & Interview
Practical and intellectual skills (including any special knowledge)	<u>Excellent</u> keyboard skills Methodical and accurate working practices	Experience of using general practice IT systems, in particular E-Mis, Front Desk, Docman.	Application form or CV & Interview
Disposition/ Adjustment / Attitude	Able to project a very welcoming & professional image to patients as well as in your approach to work Empathic approach in dealing with people including handling challenging behaviours Great team work ethic Flexible in terms of role and availability Ability to work under pressure/multi-task		Application form & interview
Training		Employment training such as: Safeguarding, Health & Safety, Information Governance, Confidentiality etc.	Application form & interview