**ATHOLL MEDICAL CENTRE**

**Person Specification - Receptionist**

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| JOB TITLE: | **RECEPTIONIST** |
| **RECRUITING MANAGER:** | Practice Manager |
| **DATE:** | August 2017 |

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| QUALIFICATIONS | **Essential** | **Desirable** |
| * Good standard of general education | ✓ |  |
| * GCSE Mathematics | ✓ |  |
| * GCSE English | ✓ |  |
| * NVQ in Customer Service |  | ✓ |

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| EXPERIENCE | **Essential** | **Desirable** |
| * Practical experience of working with others | ✓ |  |
| * Experience of using own initiative | ✓ |  |
| * Experience of customer service | ✓ |  |
| * Experience of working within a General Practice Reception environment |  | ✓ |
| * Practical experience of computerised recording systems |  | ✓ |

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| SKILLS | **Essential** | **Desirable** |
| * Excellent communication skills (Written and Oral) | ✓ |  |
| * IT skills | ✓ |  |
| * Time Management and the ability to work to deadlines | ✓ |  |
| * Negotiation and conflict management | ✓ |  |
| * Problem solving skills | ✓ |  |
| * Interpersonal skills | ✓ |  |

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| BEHAVIOURS | **Essential** | **Desirable** |
| * Planning and organising | ✓ |  |
| * Performing under pressure | ✓ |  |
| * Adaptability | ✓ |  |
| * Team working | ✓ |  |
| * Self motivated | ✓ |  |
| * Flexibility | ✓ |  |
| * Confidentiality | ✓ |  |

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| KNOWLEDGE | **Essential** | **Desirable** |
| * An understanding of a General Practice Reception environment |  | ✓ |