

PERSON SPECIFICATION

Job title – Receptionist		
	Essential	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> • Good standard of general education 	<ul style="list-style-type: none"> • NVQ in Customer Service or Business Administration
Experience	<ul style="list-style-type: none"> • Practical experience of working with others • Experience or working on own / using initiative • Experience of Customer service 	<ul style="list-style-type: none"> • Experience of working within a general practice environment • Practical experience of computerised recording systems
Knowledge/ Skills	<ul style="list-style-type: none"> • Excellent communication skills (written and oral) • IT skills • Problem solving skills • Interpersonal skills 	<ul style="list-style-type: none"> • Negotiation and conflict management • Ability to plan and organise and work to deadlines
Qualities/ Attributes	<ul style="list-style-type: none"> • Adaptability • Flexibility • Team worker • Self motivated • Confidential 	
Other		<ul style="list-style-type: none"> • An understanding of a general practice reception environment