

**PERSON SPECIFICATION**

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