**Grange Medical Centre / Oaklane surgery**

**Person Specification - Receptionist / Admin support**

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| JOB TITLE: | **RECEPTIONIST / ADMIN** |
| **RECRUITING MANAGER:** | Practice Manager |
| **DATE:** |  |

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| QUALIFICATIONS | **Essential** | **Desirable** |
| * Good standard of general education | ✓ |  |
| * GCSE (or equivalent) Mathematics & English Grade C or above | ✓ |  |
| * GCSE (or equivalent) 3 others | ✓ |  |
| * 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 with SystmOne Clinical System | ✓ |  |
| * 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 Environment | ✓ |  |