**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
 | ✓ |  |