

WASHWAY ROAD MEDICAL CENTRE

PERSON SPECIFICATION

Post: Medical Receptionist

Grade: based on AfC equivalent band 3 (20/21 rate £16,986 - £20,215 pro rata)

Candidates must be able to demonstrate the following:	Essential	Desirable	Appl'n	Interview	Refs
Excellent written and verbal communication skills;	Y				
Excellent inter-personal skills;	Y				
Good listening skills;	Y				
Clear, legible handwriting;	Y				
Accurate work with good attention to detail;	Y				
Good general education including formal school qualifications;	Y				
Evidence of further study/self-development within the last 5 years;		Y			
Basic keyboard skills;	Y				
ECDL qualification;		Y			
AMSPAR certificate in Health Service Administration or equivalent experience;		Y			
Experience using EMIS Web software;		Y			
Customer service training/experience;	Y				
Experience of dealing with the public;	Y				
An understanding of basic Health & Safety issues;	Y				
Show tact, diplomacy and treat others with sensitivity, empathy and caring;	Y				
Ability to use common sense/be resourceful;	Y				
Ability to work on own initiative;	Y				
Ability to remain calm under pressure;	Y				
Ability to work in a busy environment and prioritise;	Y				
Flexibility in attitude and working patterns;	Y				
Willingness to learn/undertake training as appropriate to the post;	Y				
Express a desire to help others;	Y				
Ability to work willingly as part of a team;	Y				
Understanding of confidentiality issues in general practice;	Y				
Smart and tidy appearance;	Y				
Fit to work in a sedentary position using display screen equipment	Y				
Fit to work, occasionally at height and with some manual handling tasks;	Y				
Some local knowledge;		Y			
Good time-keeping and attendance record;	Y				
Able to work the stated hours.	Y				