

**Medical Receptionist/Administrator
Person Specification**

| <u>Qualities & Abilities</u> | <u>Essential</u> | <u>Desirable</u> |
|---|--|---|
| Education | Good general education; GCSEs or equivalent | Customer Care/Administration NVQ or equivalent |
| Practical skills | Keyboard & IT skills Working knowledge of Microsoft applications. Ability to keep calm when working under pressure. Efficient and able to multi-task. | RSA II, Microsoft Word, Excel, Outlook, Publisher |
| Knowledge | Patient confidentiality; Health & Safety Appointment systems. Needs of local community. | Knowledge of SystmOne clinical system |
| Experience | Dealing with people. Working as part of a team. Ability to understand value of different individuals. Dealing with difficult situations. Reception & admin systems. | Training in dealing with difficult people. Customer care experience. Health care environment experience. Teambuilding. |
| Communication | Well developed interpersonal & communication skills. Tactful, diplomatic and sensitive. Friendly and approachable. Ability to close conversations; assertive. Awareness of non-verbal communication. Empathic and compassionate attitude. | Bi-lingual. Assertiveness training |
| Other | Well groomed appearance. Ability to work flexibly. An approach which goes 'one-step-further'. A cheerful, positive and enthusiastic disposition. Good sense of humour. Willingness to undertake personal development. Able to follow instruction from peers. | Able to work flexible hours. |