

**West Walk Surgery
Person Specification – Medical Receptionist**

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| JOB TITLE: | RECEPTIONIST |
| RECRUITING MANAGER: | Reception Manager/Practice Manager |
| DATE: | 1/11/19 |

| QUALIFICATIONS | Essential | Desirable |
|---|------------------|------------------|
| • Good standard of general education | ✓ | |
| • Standard Grade Mathematics or Equivalent | ✓ | |
| • Standard Grade English or Equivalent | ✓ | |
| • NVQ in Customer Service or Administration | | ✓ |

| 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 | | ✓ |
| • Practical experience of EMIS/DOCMAN or other medical computerised recording systems | | ✓ |

| 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 | ✓ | |
| • Typing skills (preferably in a medical environment) | | ✓ |

| BEHAVIOURS | Essential | Desirable |
|-----------------------------|------------------|------------------|
| • Planning and organising | ✓ | |
| • Performing under pressure | ✓ | |
| • Adaptability | ✓ | |
| • Team working | ✓ | |
| • Self motivated | ✓ | |
| • Flexibility | ✓ | |
| • Confidentiality | ✓ | |

| KNOWLEDGE | Essential | Desirable |
|--|------------------|------------------|
| • An understanding of a General Practice Reception environment | | ✓ |