

Reception Team Leader – Person Specification

Skills and Knowledge

Excellent communication skills
Excellent leadership and team working skills
Ability to cope and work well in a busy and pressured environment
Ability to delegate
Experience of leading and developing teams
Attention to detail
Enjoys problem-solving

Qualifications and Experience

Excellent customer service skills
Ability to deal with difficult situations with a professional approach
Ability to assess situations and make appropriate decisions
Experience of rota management
Ability to work on own initiative dealing with confidential issues
Ability to analyse problems accurately, concisely and develop practical solutions
Excellent computer skills – must have knowledge & experience of Microsoft Office, Outlook & Internet Explorer
Knowledge of EMIS computer system
Experience of working within a healthcare setting

Motivation

Maintain and promote high standards throughout the practice
Creating and maintaining good relationships with patients and other staff
Proactive
Takes responsibility, endeavours to look for a solution

Other

Ability to implement change
Able to work flexibly in an emergency and to provide extra cover during holidays and sickness absence