

Person Specification - Care Navigator (Receptionist)

	Desirable	Essential
Qualifications/ education	<ul style="list-style-type: none"> • Reception or service type qualification eg hotel type reception services qualification or public service • Good basic education to GCSE level or equivalent • ECDL or similar 	<ul style="list-style-type: none"> • Good basic education to GCSE level or equivalent
Experience	<ul style="list-style-type: none"> • Dealing with the public in situations of potential conflict/stress • Dealing with the public both face-to-face and on the phone • Dealing with large volumes of reception and administrative work • Inputting data • Primary care 	<ul style="list-style-type: none"> • Dealing with the public in a retail, commercial or public sector role • Front line work in a very customer focused industry eg: retail or service industry
Knowledge	<ul style="list-style-type: none"> • Caldicot and Information governance • Basic working knowledge of GDPR, Data Protection issues and principles • Basic working knowledge of Emis Web clinical software, and Emis Appointments software 	<ul style="list-style-type: none"> • IT-literate and with basic knowledge of web based and windows based systems
Skills and abilities		<ul style="list-style-type: none"> • Able to multi-task and prioritise • Use of email • ability to converse, provide advice, and to understand, interpret and input data in accurate written and spoken English • a willingness to learn new skills • attention to detail
Personal attributes		<ul style="list-style-type: none"> • Willingness and flexibility to work extra hours on occasions • Excellent people skills including dealing with challenging people • Calm and well organised under pressure • empathetic • Honesty • punctuality • Excellent communication skills