**WEOBLEY & STAUNTON ON WYE SURGERIES**

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **Job Title:** | **Receptionist** | **Accountable To:** | **Assistant Practice Manager** |

This form lists the essential and desirable requirements in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

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|  | **Essential** | **Desirable** | **Assessment** |
| **EDUCATION & QUALIFICATIONS** |  |  |  |
| Good level of education to GCSE standard or equivalent | ✓ |  | Application |
| **EXPERIENCE** |  |  |  |
| Computer literate with excellent keyboard skills  Self-starter, able to work on own initiative, following set procedures and protocols  Use of clinical system software eg. EMIS  GP Practice experience  Reception/Customer Care experience | ✓  ✓ | ✓  ✓  ✓ | Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview |
| **SKILLS & ABILITIES** |  |  |  |
| An enquiring mind with a willingness to learn new skills and procedures  Ability to organise own tasks and work systematically  Working knowledge of Microsoft Office applications  Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstances  Ability to respect confidentiality at all times | ✓  ✓  ✓  ✓ | ✓ | Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview |
| **KNOWLEDGE & UNDERSTANDING** |  |  |  |
| Demonstrate an understanding and commitment to good standards of patient care  Enjoys working as part of a Primary Care Team  Sensitive to the concerns of others without being disproportionately influenced by them  Flexible in approach to work and ability to cover colleagues during leave/busy periods  Understanding of and commitment to Health & Safety in the workplace | ✓  ✓  ✓  ✓ | ✓ | Application/Interview/Reference  Application/Interview/Reference  Application/Interview  Application/Interview/Reference  Application/Interview |
| **PERSONAL ATTRIBUTES** |  |  |  |
| Be able to demonstrate an understanding and commitment to working within a large Primary Care Team  Ability to remain calm under pressure  Capable of working supervised and unsupervised  Capable of consistent accuracy and concentration under pressure  Objective and impartial  Keen to learn new skills  Self-motivated but aware of limits of authority  Pragmatic approach to day to day irritations | ✓  ✓  ✓  ✓  ✓  ✓ | ✓  ✓ | Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview  Application/Interview |