**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 skillsSelf-starter, able to work on own initiative, following set procedures and protocolsUse of clinical system software eg. EMISGP Practice experienceReception/Customer Care experience | ✓✓ | ✓✓✓ | Application/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/Interview |
| **SKILLS & ABILITIES** |  |  |  |
| An enquiring mind with a willingness to learn new skills and proceduresAbility to organise own tasks and work systematicallyWorking knowledge of Microsoft Office applications Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstancesAbility to respect confidentiality at all times | ✓✓✓✓ | ✓ | Application/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/Interview |
| **KNOWLEDGE & UNDERSTANDING** |  |  |  |
| Demonstrate an understanding and commitment to good standards of patient careEnjoys working as part of a Primary Care TeamSensitive to the concerns of others without being disproportionately influenced by themFlexible in approach to work and ability to cover colleagues during leave/busy periodsUnderstanding of and commitment to Health & Safety in the workplace | ✓✓✓✓ | ✓ | Application/Interview/ReferenceApplication/Interview/ReferenceApplication/InterviewApplication/Interview/ReferenceApplication/Interview |
| **PERSONAL ATTRIBUTES** |  |  |  |
| Be able to demonstrate an understanding and commitment to working within a large Primary Care TeamAbility to remain calm under pressureCapable of working supervised and unsupervisedCapable of consistent accuracy and concentration under pressureObjective and impartialKeen to learn new skillsSelf-motivated but aware of limits of authorityPragmatic approach to day to day irritations | ✓✓✓✓✓✓ | ✓✓ | Application/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/InterviewApplication/Interview |