**Person Specification –Admin Team Lead**

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| JOB TITLE: | **Admin team lead** |
| **RECRUITING MANAGER:** | Practice Manager |
| **DATE:** | June 2025 |

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| QUALIFICATIONS | **Essential** | **Desirable** |
| * GCSE Grade C or above (or equivalent) in English and Maths
 | ✓ |  |
| * NVQ 3 in Business Administration or Customer Services
 |  | ✓ |

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| EXPERIENCE | **Essential** | **Desirable** |
| * Supervisory experience in an admin team
 | ✓ |  |
| * Experience of using own initiative/multitasking
 | ✓ |  |
| * Experience of providing excellent customer service
 | ✓ |  |
| * Experience of working within a General Practice or NHS environment
 |  | ✓ |

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| KNOWLEDGE | **Essential** | **Desirable** |
| * An understanding of a General Practice Reception environment
 |  | ✓ |
| * Knowledge and/or experience of SystmOne
 |  | ✓ |

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| SKILLS | **Essential** | **Desirable** |
| * Excellent written and verbal communication skills
 | ✓ |  |
| * Strong IT literacy and confidence using office systems
 | ✓ |  |
| * Ability to prioritise, organise and delegate tasks effectively
 | ✓ |  |
| * Good time management and ability to meet deadlines
 | ✓ |  |
| * Skilled in/experience of negotiation and conflict resolution
 | ✓ |  |
| * Creative problem-solving and sound decision making abilities
 | ✓ |  |
| * Ability to motivate, develop and manage team performance
 | ✓ |  |

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| ATTRIBUTES | **Essential** | **Desirable** |
| * Willingness to learn and recognise own limitations
 | ✓ |  |
| * Approachable with a good sense of humour
 | ✓ |  |
| * Ability to communicate clearly and confidently at all levels
 | ✓ |  |
| * Enthusiastic, honest, empathetic and dependent
 | ✓ |  |
| * Patient, tolerant, tactful, and discreet
 | ✓ |  |

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| BEHAVIOURS | **Essential** | **Desirable** |
| * Ability to perform under pressure and remain calm and professional
 | ✓ |  |
| * Lead by example
 |  |  |
| * Adaptable and open to change
 | ✓ |  |
| * Team player with strong collaborative approach
 | ✓ |  |
| * Self-motivated and resourceful
 | ✓ |  |
| * Willingness to work flexible hours as required
 | ✓ |  |
| * Maintains strict confidentiality and demonstrates integrity
 | ✓ |  |