**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 | ✓ |  |