**Person Specification –Receptionist**

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| JOB TITLE: | **RECEPTIONIST** |
| **RECRUITING MANAGER:** | Practice Manager |
| **DATE:** | May 2025 |

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

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| EXPERIENCE | **Essential** | **Desirable** |
| * Experience of supervising a team | ✓ |  |
| * Experience of using own initiative/multitasking | ✓ |  |
| * Experience of providing excellent customer service | ✓ |  |
| * Experience of working within a General Practice 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 communication skills (Written and Oral) | ✓ |  |
| * Computer skills | ✓ |  |
| * Prioritising, planning and organising | ✓ |  |
| * Time management and the ability to work to deadlines | ✓ |  |
| * Negotiation and conflict management | ✓ |  |
| * Problem solving skills | ✓ |  |
| * Interpersonal skills | ✓ |  |

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| ATTRIBUTES | **Essential** | **Desirable** |
| * Willingness to learn | ✓ |  |
| * Personable manner with a good sense of humour | ✓ |  |
| * Well-presented and polite | ✓ |  |
| * Enthusiastic, honest, empathetic and reliable | ✓ |  |
| * Patient, tolerant, tactful, and discreet | ✓ |  |
| * Able to recognise own limitations, identify learning needs and act on them appropriately | ✓ |  |

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| BEHAVIOURS | **Essential** | **Desirable** |
| * Performing under pressure/ ability to remain calm, controlled and professional | ✓ |  |
| * Adaptability | ✓ |  |
| * Work effectively as a team member | ✓ |  |
| * Self-motivated/resourceful | ✓ |  |
| * Flexibility/available to work flexible hours demanded by the job | ✓ |  |
| * Confidentiality and integrity | ✓ |  |