

PERSON SPECIFICATION

RECEPTIONIST

ESSENTIAL	DESIRABLE
Smart Appearance	
Ability to cope and work well in a busy and pressured environment	
Ability to communicate effectively with patients, health professionals, outside agencies and other members of staff	
Empathy and patience with patients	
Able to maintain excellent customer service at all times	
Ability to deal with difficult situations with a professional approach	
Ability to assess situations and make appropriate decisions	
Proactive and able to take initiative	
Ability to prioritise own workload	
Flexible and positive 'can-do' approach towards work	
Qualifications and Experience	
Administration Experience	Knowledge of Information Governance issues
Computer literate – demonstrable skills in Word, Excel, Internet and Outlook	Reception knowledge
Working with the general public	Working within a health care setting
Customer Service Experience	Knowledge of EMIS computer system
Motivation	
Personal identification with the work of the practice. Pride in maintaining good relationships with patients and other staff. Ensuring high standards throughout the practice	
Other	
Able to work as part of a team	Good health
Punctual and reliable	Non smoker
Able to work flexibly in an emergency and to provide extra cover during holidays and sickness absence	