

## PERSON SPECIFICATION - RECEPTIONIST

Listed below are the key requirements needed to undertake this job. Candidates will be assessed against these criteria.

Criteria		Assessment Stage
<b>SKILLS &amp; ABILITIES</b>		
Good interpersonal skills	E	Interview
Ability to work in a team	E	Application / Interview
Relate to people from different cultures	E	Application / Interview
Ability to prioritise	E	Application / Interview
Good verbal and written communication skills (must be able to complete surgery documentation paperwork accurately and legibly).	E	Application / Interview
<b>EXPERIENCE</b>		
Front line reception or public facing experience	E	Application
Effective social skills gained from dealing with the public	E	Application / Interview
General Practice experience	D	Application
NHS front line experience	D	Application
<b>QUALIFICATIONS</b>		
Educated to GCSE standard or equivalent or able to provide assessment of knowledge through other means or test	D	Application / Test
<b>KNOWLEDGE &amp; UNDERSTANDING</b>		
Commitment to Equal Opportunities and issues of Confidentiality	E	Application / Interview
<b>PERSONAL QUALITIES</b>		
Caring and polite manner	E	Interview
Responsible and mature outlook	E	Application / Interview
Neat and tidy appearance	E	Interview
<b>MOTIVATION AND COMMITMENT</b>		
Stable work record	D	Application / References
Good attendance and timekeeping record	E	Application / Interview /References
Proven interest in working within General Practice	D	Application/Interview
Flexibility in working hours	E	Application/Interview

E = Essential Criteria;

D = Desirable Criteria