

Three Shires Medical Practice

Person Specification –Receptionist

JOB TITLE:	MEDICAL RECEPTIONIST
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QUALIFICATIONS	Essential	Desirable
• Good standard of general education	✓	

EXPERIENCE	Essential	Desirable
• Practical experience of working with others	✓	
• Experience of using own initiative/multi tasking	✓	
• Experience of excellent customer service	✓	
• Experience of working within a General Practice Reception environment		✓
• Practical experience of computerised recording systems*	✓	

SKILLS	Essential	Desirable
• Excellent communication skills (Written and Oral)	✓	
• IT skills	✓	
• Time Management and the ability to work to deadlines	✓	
• Negotiation and conflict management	✓	
• Problem solving skills	✓	
• Interpersonal skills	✓	

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Performing under pressure/ ability to remain calm, controlled and professional	✓	
• Adaptability	✓	
• Ability to make yourself compatible within the Team, and work effectively as a team member.	✓	
• Self motivated/resourceful	✓	
• Flexibility/available to work flexible hours demanded by the job	✓	
• Confidentiality, integrity and honesty	✓	

KNOWLEDGE	Essential	Desirable
• An understanding of a General Practice Reception environment		✓

*The surgery uses EMIS WEB(computerised medical records system). Knowledge of this system is desirable but not essential as full training will be given.