

# THE UPPER EDEN MEDICAL PRACTICE

## Receptionist – Person Specification

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Good administrative and organisational skills</li> <li>• Understand and observe strict confidentiality guidelines</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant customer service / receptionist qualification</li> <li>• Cash handling experience</li> <li>• Knowledge of complaints systems</li> <li>• GP practice experience</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Computer literate with excellent keyboard skills</li> <li>• Working knowledge of Microsoft office applications</li> <li>• Numerate</li> <li>• Excellent attention to detail</li> <li>• Good communication skills (written and verbal)</li> <li>• Able to work well as part of a team</li> <li>• Able to use own initiative</li> <li>• Flexible in approach to work and ability to cover colleagues during leave/busy periods</li> <li>• Enthusiastic &amp; committed to personal development</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of and commitment to health &amp; safety in the workplace</li> <li>• Knowledge of safeguarding procedures</li> </ul>
<b>Qualities &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to remain calm under pressure</li> <li>• Self-motivated and capable of working unsupervised</li> <li>• Keen to learn new skills</li> <li>• Caring, approachable and sociable</li> <li>• Ability to listen and empathise</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Driving licence and access to vehicle.</li> </ul>	