

Person Specification – Medical Receptionist

	ESSENTIAL	DESIRABLE
Education/Qualifications	<ul style="list-style-type: none"> • Good General Secondary Education to GCSE level standard. • Excellent standard of numeracy and literacy. 	<ul style="list-style-type: none"> • Vocational Qualification in ICT/Keyboard/Text/Data Processing.
Relevant Work Experience	<ul style="list-style-type: none"> • Customer care. • Stable work history. • Experience of answering telephone calls in a high call volume environment. 	<ul style="list-style-type: none"> • Previous health service experience
Key Skills	<ul style="list-style-type: none"> • Good communication and listening skills. • Telephone techniques. • Accuracy and attention to detail. • Proven proficiency in the use of Information Technology. • Keyboard skills. • Adherence to procedures. 	<ul style="list-style-type: none"> • Knowledge of medical terminology
Personal Qualities	<ul style="list-style-type: none"> • An understanding, acceptance and adherence to the need for strict confidentiality. • Flexible approach to work in order to meet the needs of the service. • Positive, professional and empathetic. • Flexible approach to learning. 	<ul style="list-style-type: none"> • Ability to work to deadlines. • Knowledge of General Data Protection.
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to Work as part of an integrated multi-team. 	
Other	<ul style="list-style-type: none"> ▪ Good organisational skills. ▪ Able to use own initiative. • Able to prioritise own workload when required given conflicting demands. • Able to undertake training. • An understanding, acceptance and adherence to practice protocols and procedures. • Positive attitude and able to act on feedback. 	

Reviewed: May 2019