

**PERSONAL SPECIFICATION**

JOB TITLE: RECEPTIONIST

<b><u>Criterion</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
<b><u>EDUCATION / QUALIFICATION</u></b>		
<u>Educated to GCSE level or above</u>	<u>Yes</u>	
<b><u>KNOWLEDGE / EXPERIENCE</u></b>		
<u>Ability to demonstrate reception or customer facing experience</u>	<u>Yes</u>	
<u>Ability to demonstrate customer service knowledge and experience</u>	<u>Yes</u>	
<b><u>SKILLS</u></b>		
<u>Excellent communication skills and be able to demonstrate the ability to communicate information to all members of the team, regardless of job role</u>	<u>Yes</u>	
<u>Ability to reassure and calm people</u>	<u>Yes</u>	
<u>Develop and maintain good working relationships with the team, organisation and external contacts</u>	<u>Yes</u>	
<u>Act in ways that promotes equality and promotes diversity</u>	<u>Yes</u>	
<b><u>PERSONAL QUALITIES / ATTRIBUTES</u></b>		
<u>Able to work at either surgery</u>	<u>Yes</u>	
<u>Full driving licence</u>		<u>Yes</u>
<u>Strong commitment to openness, honesty and integrity</u>	<u>Yes</u>	
<u>High level of self-motivation</u>	<u>Yes</u>	
<u>Drive for performance and improvement</u>	<u>Yes</u>	
<u>Ability to work under pressure, dealing with competing priorities</u>	<u>Yes</u>	
<u>Be able to concentrate for long periods daily</u>	<u>Yes</u>	
<u>Ability to complete work whilst being subject to frequent unpredictable interruptions</u>	<u>Yes</u>	