

## Person Specification for Medical Receptionist

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	Essential	Desirable
Physical Qualities	Good Health; smart professional appearance; able to work flexible shifts for holiday/sick leave cover	
Education	3 standard grades A - C or equivalent	Evidence of further education
Training/Skills	Working knowledge of computers within a windows environment	Working knowledge of Vision, Docman and ICE preferable
Intelligence	Ability to follow laid down procedures but able to recognise when an innovative approach is necessary	Able to analyse procedures and identify where improvements can be made
Special Aptitudes	Excellent communication skills including the projection of a helpful telephone manner. Must have a sense of humour and the ability to deal with challenging situations.	Able to organise work and time effectively
Disposition	Good team player; proactive and willing to respond to a range of challenges; able to use initiative	Able to break down barriers to change
Interests	A mix of social and physical	
Personal Circumstances	Able to work between the hours from 8am-6pm	