

**The Northolme Practice**  
**Person Specification – Medical Receptionist**

<b>JOB TITLE:</b>	<b>MEDICAL RECEPTIONIST</b>
<b>RECRUITING MANAGER:</b>	Practice Manager
<b>DATE:</b>	November 2018

<b>QUALIFICATIONS</b>	<b>Essential</b>	<b>Desirable</b>	<b>MET</b>
• Good standard of general education	✓		
• Standard Grade Mathematics or equivalent	✓		
• Standard Grade English or equivalent	✓		

<b>EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>	<b>MET</b>
• Practical experience of working with others		✓	
• Experience of using own initiative	✓		
• Experience of customer service		✓	
• Experience of working within a General Practice Reception environment		✓	
• Practical experience of computerised recording systems		✓	

<b>SKILLS</b>	<b>Essential</b>	<b>Desirable</b>	<b>MET</b>
• Good communication skills (Written and Oral)	✓		
• IT and Keyboard skills	✓		
• The ability to follow procedures and work to deadlines	✓		
• Ability to handle situations of potential conflict		✓	
• Problem solving		✓	
• Interpersonal skills	✓		

<b>BEHAVIOURS</b>	<b>Essential</b>	<b>Desirable</b>	<b>MET</b>
• Planning and organising	✓		
• Performing under pressure	✓		
• Adaptability to change	✓		
• Team working	✓		
• Self motivated	✓		
• Flexibility	✓		
• Confidentiality	✓		
• Awareness of potential conflicts of interest	✓		

<b>KNOWLEDGE</b>	<b>Essential</b>	<b>Desirable</b>	<b>MET</b>
• An understanding of a General Practice Reception environment		✓	

**SUMMARY:**

Experience SystmOne, but not essential.