

Leckhampton Surgery

Person Specification

We will be using this person specification to shortlist applicants for interview. Please refer to this when writing your supporting information. It is important that you provide evidence about how you meet the essential and desirable criteria listed below.

We do not expect candidates to meet every criteria listed, however, the more criteria that you can provide evidence for, the greater your chance of being shortlisted for interview.

Qualifications	Essential Criteria	Desirable Criteria
Educated to GCSE level or equivalent	✓	
GCSE English or equivalent	✓	
Reception, Administration or Customer Service Qualification		✓
Experience		
Experience of working with the general public	✓	
Experience of reception work		✓
Experience of working within General Practice		✓
Experience of administration work		✓
Skills		
Excellent communication skills (written and Oral)	✓	
Strong IT skills including using Microsoft Windows	✓	
Clear and polite telephone manner	✓	
Able to work as part of a team and autonomously	✓	
Time Management and the ability to work to deadlines	✓	
Able to follow policies and procedures	✓	
Interpersonal skills	✓	
Personal Qualities		
Polite and Confident	✓	
Motivated	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathic in difficult situations	✓	
Proven People Skills	✓	
Able to work under pressure	✓	
Able and willing to provide cover for sickness and holiday with the team	✓	
Flexibility of working hours/able to work at the desired times	✓	
Adaptable and flexible to change	✓	
Knowledge		
Knowledge of Systmone Clinical System		✓