

**CULVERHAY SURGERY**  
**PERSON SPECIFICATION – RECEPTIONIST**

	Essential (E) Desirable (D) or N/A	How Measured?	Achieved by the candidate?(tick ✓)
<b>EXPERIENCE AND ATTAINMENTS</b>			
Experience of working directly with members of the public in a busy office environment	<b>E</b>	Application/Interview	
Experience of working as part of a team	<b>E</b>	Application/Interview	
Previous experience of working in a doctor's surgery	<b>D</b>	Application/Interview	
Experience of working directly with members of the public in a busy NHS environment	<b>D</b>	Application/Interview	
Experience of answering telephone calls in a high call volume environment	<b>E</b>	Application/Interview	
Experience of setting up general office administrative systems / working in an administrative office environment	<b>D</b>	Application/Interview	
<b>SKILLS</b>			
Clinical software skills - SystemOne	<b>D</b>	Application/Interview	
Basic keyboarding skills	<b>E</b>	Application/Interview	
Library & indexing skills/ knows ABC	<b>E</b>	Application/Interview	
Literacy skills (spelling, comprehension etc)	<b>E</b>	Application/Interview	
Numeracy skills	<b>E</b>	Application/Interview	
Organisational / problem solving skills	<b>E</b>	Application/Interview	
Report / Letter writing skills	<b>D</b>	Application/Interview	
Verbal communication skills – ability to deal with people in person and on the telephone	<b>E</b>	Application/Interview	
Verbal reasoning skills	<b>D</b>	Application/Interview	
Microsoft Office: working knowledge of Word and Excel	<b>D</b>	Application/Interview	

	<b>Essential (E) Desirable (D) or N/A</b>	<b>How Measured?</b>	<b>Achieved by the candidate?(tick <math>\checkmark</math>)</b>
Strong appreciation of customer service skills	<b>E</b>	Application/Interview	
Awareness of diversity issues and able to work in a positive, non-discriminatory way	<b>E</b>	Application/Interview	
Ability to work both independently and as part of a team.	<b>E</b>		
<b>COMPLEXITY AND CREATIVITY</b>			
Ability to solve problems within area of work/knowledge	<b>E</b>	Application/Interview	
Able to work with a wide variety of tasks	<b>E</b>	Application/Interview	
Ability to apply set procedures	<b>E</b>	Application/Interview	
Accurate and thorough approach	<b>E</b>	Application/Interview	
<b>FLEXIBILITY</b>			
Flexible approach to undertaking a wide variety of tasks	<b>E</b>	Application/Interview	
Flexible with regard to working hours, e.g. additional hours for sickness and holiday cover	<b>E</b>	Application/Interview	
Able to undertake training outside of normal working hours if necessary	<b>E</b>	Application/Interview	
Interested in/aptitude for learning new skills/taking on new challenges	<b>E</b>	Application/Interview	
<b>JUDGEMENT AND DECISION MAKING</b>			
Comfortable working to agreed objectives	<b>E</b>	Application/Interview	
Ability to work without supervision	<b>E</b>	Application/Interview	
Ability to make decisions within defined procedures/legislation	<b>E</b>	Application/Interview	
<b>EDUCATION</b>			
Good General Secondary Education to GCSE/O Level or equivalent	<b>E</b>	Application/Interview	
College Education	<b>D</b>	Application/Interview	