**PERSONAL SPECIFICATION FOR ADMINISTRATOR / RECEPTIONIST**

**Please make reference to these in your application as you feel appropriate**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTI-AL** | **DESIRABLE** |
| **QUALIFICATIONS** |  |  |
| Numeracy and literacy skills to GCSE Level C or above (equivalents accepted) | ✓ |  |
| Further national qualification beyond GCSE level |  | ✓ |
| Experience of different IT programmes |  | ✓ |
| A demonstrable commitment to professional development |  | ✓ |
| **EXPERIENCE** |  |  |
| Experience of SystmOne clinical system |  | ✓ |
| Experience of General Practice |  | ✓ |
| Experience of working in an Office environment | ✓ |  |
| **KNOWLEDGE/SKILLS** |  |  |
| Excellent working understanding of customer care | ✓ |  |
| Working knowledge of Read codes and SNOMED |  | ✓ |
| Working knowledge of NHS IT Clinical Programmes |  | ✓ |
| An understanding and adherence to the need for strict confidentiality | ✓ |  |
| Ability to work under pressure & in a changing environment | ✓ |  |
| Ability to use own initiative, within given boundaries | ✓ |  |
| Demonstrable excellent communication and inter-personal skills | ✓ |  |
| Ability to deal with difficult situations with sensitivity, with due  regard to practice policy | ✓ |  |
| Excellent keyboard and computer skills including use  of Microsoft Office and the Internet | ✓ |  |
| **QUALITIES AND ATTRIBUTES** |  |  |
| Ability to use own judgement, resourcefulness and common sense | ✓ |  |
| Professional, calm and fair | ✓ |  |
| Appropriate sense of humour | ✓ |  |
| Pleasant and articulate – both written and verbal- with excellent inter-personal skills | ✓ |  |
| Ability to use reflection for learning | ✓ |  |
| Organised, effective and able to prioritise your own and  others’ workloads | ✓ |  |
| Ability to work under pressure | ✓ |  |
| Ability to work in a changing environment | ✓ |  |
| Ability to deal with difficult situations with sensitivity | ✓ |  |
| **OTHER** |  |  |
| Flexibility of working hours/ability to work at desired times, short  notice & overtime if required | ✓ |  |