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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Customer service | Customer service experience | Experience of working with patients in the NHS and ideally in a primary care setting |
| IT | Not afraid to learn new IT systems and processes.  Knowledge of email, Microsoft office packages | Use of IT systems in general practice |
| Qualifications |  | GCSE maths and English grade C or above or equivalent |
| Other | Highly motivated  Flexibility  Enthusiasm  Team player |  |