**Cannington Health Centre**

**Person specification**

# Post: Receptionist

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| Attributes | **Essential** | **Desirable** |
| **Knowledge and skills** | Good command of the English language, written & spokenClear handwriting and reasonable spellingConfident with ITGood keyboard skillsGood telephone manner | Awareness of the data protection act and Caldicott principlesExperience of clinical, appointment and document management IT systems in use in general practiceUnderstanding of other computer applications in useKnowledge of medical terminology |
| **Qualifications and or equivalent experience** | Dealing with the publicGood standard of general education  | AMSPAR or equivalent receptionist qualificationPrevious experience in a health care settingEDCL or other IT qualificationMaths, English and a Science subject at GCSE grade C or equivalent |
| **Aptitude** | Able to work under pressureAble to use own initiative but also to know his/her own limitsGood communication skillsQuick to learnAccurate, with attention to detailUnderstanding of how to be an effective team memberDesire to provide excellent service |  |
| **Attitude** | Care and respect for patients and their right to confidentialityGood team memberWillingness to learnFlexible |  |
| **Other** | Professional appearanceAble to cope with the physical demands of the job | Non smoker |