**Cannington Health Centre**

**Person specification**

# Post: Receptionist

|  |  |  |
| --- | --- | --- |
| Attributes | **Essential** | **Desirable** |
| **Knowledge and skills** | Good command of the English language, written & spoken  Clear handwriting and reasonable spelling  Confident with IT  Good keyboard skills  Good telephone manner | Awareness of the data protection act and Caldicott principles  Experience of clinical, appointment and document management IT systems in use in general practice  Understanding of other computer applications in use  Knowledge of medical terminology |
| **Qualifications and or equivalent experience** | Dealing with the public  Good standard of general education | AMSPAR or equivalent receptionist qualification  Previous experience in a health care setting  EDCL or other IT qualification  Maths, English and a Science subject at GCSE grade C or equivalent |
| **Aptitude** | Able to work under pressure  Able to use own initiative but also to know his/her own limits  Good communication skills  Quick to learn  Accurate, with attention to detail  Understanding of how to be an effective team member  Desire to provide excellent service |  |
| **Attitude** | Care and respect for patients and their right to confidentiality  Good team member  Willingness to learn  Flexible |  |
| **Other** | Professional appearance  Able to cope with the physical demands of the job | Non smoker |