

Person Specification

Job title: Receptionist	
Department / Location: Reception: Broom Lane & Kimberworth Park Medical Centre & Broom Valley Medical Centre Based at any site	
Reporting to: Reception Supervisor	
Responsible for: Reception and administrative studies delegated by the Reception Supervisor	
Role summary	
To provide a point of contact for patients and act as a focal point of communication between patients, doctors and other medical staff. To support the smooth running of practice administrative systems such as filing, data entering in an accurate and effective manner.	
Qualifications	Good standard of education, educated to GCSE standard Computer user qualification, or able to demonstrate competence
Experience	Previous experience of reception and clerical work Familiar with Microsoft Word Experience of data inputting (desirable) Experience of GP practice work (desirable) Experience of working within a team
Knowledge	Health Service Use of computer software Medical computer systems (desirable) Ability to prioritise workloads and meet deadlines
Skills and abilities	Keyboard skills Excellent telephone manner High standard of communication and interpersonal skills Clear and legible handwriting
Personal qualities	Ability to work without daily supervision Confident, not obviously shy Team player, helpful and friendly Enthusiastic and a desire to learn Able to work at both practice sites Flexibility to cover for colleagues Able to cope and remain calm in customer facing duties Understands and adheres to code of confidentiality Committed to work part of a team

	An ability to remain calm at all times even in demanding situations
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