

MARKET STREET MEDICAL PRACTICE
PERSON SPECIFICATION – RECEPTIONIST

Profile	Essential	Desirable
Experience	Previous experience of customer care or dealing with members of the public in a front line role.	Experience of working in a busy reception desirable but not essential.
Knowledge		Knowledge of the health service desirable but not essential. (Full training will be given)
Qualifications/Training	Good standard of general education.	
Key skills	Excellent communication skills (written and oral) Good IT skills Problem solving skills Interpersonal skills Willingness to develop and learn new skills	Time management and the ability to work to deadlines
Personal Qualities/attributes	Friendly and approachable Flexible Confidential & sensitive Able to work as part of a team Well mannered and presented Enthusiastic Reliable & honest	Self motivated Able to prioritise tasks

Doc type	Title	Author	Date	Review
Template	Person Specification Receptionist	CH	May 2017	May 2018