

PERSON SPECIFICATION: Medical Secretary / Receptionist

Attribute	Essential	Desirable
Qualifications	Good general standard of education. Evidence of good keyboard skills.	Medical Secretary BSMS/AMSPAR and/or a recognised supervisory qualification.
Training already undertaken	Evidence of continuing professional development within existing role and the ability and willingness to undertake further study in line with service needs Customer Care training.	Using the Electronic Patient Record system
Work experience	Experience in a clerical role Experience of interface with the public Experience of IT systems. An appreciation of the NHS, its infrastructure and partner healthcare organisations.	
Interpersonal Skills	<i>Disposition</i> The ability to deal thoughtfully, with tact and diplomacy, in difficult and potentially stressful situations with patients and/or their relatives. Exemplary personal standards of conduct and behaviour. Mature, caring and friendly attitude.	Working knowledge of another language.
Knowledge and technical skills	Medical terminology <i>Verbal Communication</i> Ability to engage effectively in dialogue with individuals at all levels. <i>Team Working</i> Ability to work within a team.	Knowledge of Nuclear Medicine and radiological procedures. Competence in using EPR/PAS patient admin systems.
Job demands	Must be adaptable and have the ability to multi- task under pressure in an extremely busy area – working both independently and as a team.	Concern for the well-being of patients and a commitment to work for the aims of the department and the institution.
Work-related circumstances	Flexibility in working hours may be necessary.	