

Post Title Administrator/Receptionist

PERSON SPECIFICATION

Assessment Criteria	Essential	Desirable
Qualifications and Training	GCSE in Maths & English grade C or above	NVQ or equivalent in customer care Formal training in a public-facing environment Knowledge of GP Computer systems, preferably Systmone
Experience	Working with the public, preferably in a Reception environment Basic office procedures	Telephone call handling Experience
Skills and Knowledge	Good Team working skills Effective time management skills Ability to work independently following verbal or written instructions	Understanding of the issues around Safeguarding
Personal Attributes	Adaptable to change Friendly but professional approach Good time management A willingness to strive for excellence	Flexibility to work across sites Flexibility in working hours
Demonstrates Trust Values	Compassion, Achievement, Relationships, Environment – Proud to CARE	

