

**Dental Receptionist/Administration Assistant
Person Specification**

		Essential	Desirable	Measured By
Education and Qualifications	▪ 5 GCSEs including Maths and English, grade A - C (or equivalent)	√		Application Form
	▪ NVQ3 (or equivalent) in Business Administration or relevant subject (or equivalent experience)	√		Application Form
	▪ Advanced keyboard skills, word processing/ECDL or equivalent IT qualification to include the use of Excel and Databases	√		Application Form
Experience	▪ Evidence of experience at working at the required level	√		Application Form
	▪ Relevant Receptionist/Administrative experience, preferably in an NHS setting	√		Application Form
	▪ Proven use of office systems including MS Word, Outlook, and Excel	√		Application Form
	▪ Experience of communicating with diverse client groups	√		Application Form Interview
	▪ Experience of keeping up to date and accurate information	√		Application Form Interview
	▪ Experience of accurate data entry	√		Application Form Interview

		Essential	Desirable	Measured By
	<ul style="list-style-type: none"> ▪ Experience of cash management systems 	√		Application Form
	<ul style="list-style-type: none"> ▪ Experience of working in a dental setting and using dental software 		√	Application Form
Skills and Knowledge	<ul style="list-style-type: none"> ▪ The ability to multi-task in a patient facing environment 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Good attention to detail and high degree of accuracy 	√		Application Form
	<ul style="list-style-type: none"> ▪ Good organisational and prioritisation skills 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Be able to demonstrate an understanding of safeguarding and governance protocols and follow appropriate pathways to ensure patient safety. 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ The ability to plan and organise own workload and work autonomously, seeking advice appropriately 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Able to work effectively as part of a team 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Clear understanding of patient confidentiality 	√		Application Form / Interview
Personal Qualities	<ul style="list-style-type: none"> ▪ Excellent communication skills 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Proactive approach to challenges demonstrating a degree of self-motivation 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ Ability to communicate and work effectively with a wide range of people from different backgrounds at all levels of seniority 	√		Application Form / Interview



		Essential	Desirable	Measured By
	<ul style="list-style-type: none"> ▪ Ability to deal with situations objectively and with emotional intelligence 	√		Application Form / Interview
	<ul style="list-style-type: none"> ▪ The duties of this post will require travelling throughout the city and therefore the post holder must be independently mobile. 	√		Application Form / Interview
Values and Behaviours (PROUD)	<ul style="list-style-type: none"> ▪ Patients first - please give examples of expected behaviours 	✓		Interview
	<ul style="list-style-type: none"> ▪ Respectful - please give examples of expected behaviours 	✓		Interview
	<ul style="list-style-type: none"> ▪ Ownership - please give examples of expected behaviours 	✓		Interview
	<ul style="list-style-type: none"> ▪ Unity - please give examples of expected behaviours 	✓		Interview
	<ul style="list-style-type: none"> ▪ Delivery - please give examples of expected behaviours 	✓		Interview

