

PERSON SPECIFICATION

Job Title: **Receptionist/Booking Coordinator**

WEIGHTING

Criteria in each section are ranked in order of importance 3 – 1, with 3 being the most important

SHORTLISTING CRITERIA





Each candidate will be scored against the person specification as follows:

3 points = fully meets or exceeds the criteria

2 points = significantly meets criteria, although falls short on minor aspects

1 point = partially meets criteria, but falls short on key aspects

0 point = does not meet criteria

CATEGORY	CRITERIA	Weight (must be Completed)	HOW ASSESSED (must be completed)
1.Values:-  Collaborate  Aspire  Respect  Enable	Communicates openly, honestly and professionally, and actively promotes team working and building strong working relationships	3	All values must be assessed at the interview/ assessment stage using various methods e.g. open questions and scenarios
	Patients are always first. Drives service improvements. Strong self-awareness with a desire to grow.	3	
	Treats all with compassion and kindness. Ensures everyone feels valued.	3	
	Consults others and listens to their views/opinions. Enables others to take the initiative	3	

CATEGORY	CRITERIA	Weight	HOW ASSESSED
2. EDUCATION, QUALIFICATIONS & TRAINING eg Education, professional qualifications	Good basic education.	3	Application/interview
	GCSE or equivalent in English and Maths.	3	
	IT/Computer skills to RSA 1 or equivalent with recent work experience in this field.	3	
3. EXPERIENCE eg Breadth of occupational experience	Experience of taking and responding to telephone enquiries from customers and within own organisation and prioritising, as necessary.	3	Application/interview
	Recent experience of working within a customer care environment.	3	Application/interview
	Experience of working in a high demand, team-based environment.	3	Application/interview

4. SKILLS, ABILITIES & KNOWLEDGE eg Communication skills, excellent organisation skills, keyboard skills, high motivation, Special knowledge requirements e.g. NMC Code of Conduct, regulations etc.	Clear, concise verbal and written communication skills to enable liaison with multi-disciplinary team, patients and carers.	3	Application/Interview
	Excellent keyboard skills to ensure all Outpatient activity is recorded onto the bespoke database in accordance with the Data Protection Act 1998.	3	
	Able to give 100% attention to detail when scheduling of appointments to prevent breaches of waiting list targets.	3	
	Aware of Confidentiality code of practice in relation to patients and staff.	3	
	Able to work under pressure and deal with conflict situations to an amicable conclusion.	3	
	Demonstrate ability to organise own workload.	3	
	Flexible working attitude in order to be multi skilled in different areas of the service.	3	
	Ensure punctuality and reliability of self to ensure good relationship within team environment.	3	
	Knowledge of Careflow would be advantageous.		
	Knowledge of Word and Excel would be desirable.		
5. SPECIAL CIRCUMSTANCES eg Ability to travel to other sites. Ability to work internal rotation	Ability to travel to other sites.	2	Application/Interview