

PERSON SPECIFICATION

Assessment: A – Application Form, I – Interview, T – Test, P – Presentation, R – References, C – Pre-employment checks, O - Other

Criteria	Essential or Desirable	Assessment
Experience and Knowledge 1 years general office experience Health care setting and previous reception skills Ability to work under pressure to meet required deadlines The ability to deal with more than one situation at a time	E D E E	Application form
Qualification(s) and Professional Training Good keyboard skills RSA II Typewriting		Application form Interview
Skills and Abilities Good communications skills Enthusiastic and motivated Ability to have positive working relationships Good health record Good Organisational skills	E E E E E	Application form Interview
Personal Qualities To be able to lift boxes within moving and handling protocol To be able to sit and concentrate using a PC for frequent periods To be able to stand for frequent periods To be able to deal with irate patients and staff To deal with distressing situations and distressed patients To be calm under pressure To deal with competing demands for attention To take messages and relate back comprehensively To work under own initiative making decisions	E E E E E E E E E	Interview References
Other		
Trust Values  Effective open communication  Excellence and safety in all that we do  Challenge but support  Expect respect and dignity  Local healthcare that inspires confidence	All Essential	All Interview