



PERSON SPECIFICATION

RECEPTIONIST

1. Education and Qualifications

- Good general education gaining O Level/GCSE Grade C and above standard. Maths and English to this level essential.
- Be able to demonstrate knowledge of keyboard skills.
- Training or workplace experience using keyboard skills would be desirable.
- A demonstrable commitment to professional development.

2. Personal Qualities

- Ability to dress appropriately.
- Maintain good eye contact.
- Pleasant and articulate.
- Calm and polite manner.
- Motivated and hard working.
- Enthusiasm and keenness essential qualities.
- Flexibility in work ethic.
- A good team player.
- Discretion and an understanding of the importance of confidentiality.
- Outgoing and confident personality.
- Good sense of humour essential.

3. Relevant Work Experience

- Experience of working in a public reception environment essential
- Be able to demonstrate experience of good customer service.
- Show evidence of a stable work history.
- Previous health service experience would be desirable.
- Experience of working as part of a team essential.

4. Interpersonal Skills

- Be able to demonstrate ability to use own judgement, resourcefulness and common sense.
- Be able to demonstrate ability to prioritise workload.
- Be able to demonstrate ability to work within a team.
- Willingness to take responsibility for own actions.
- Be willing to be flexible and accessible.
- Be able to demonstrate excellent communication skills
- Be able to work under pressure
- Be able to work in a changing environment