

## Larwood Health Partnership

### Person-Specification

#### Receptionist/Telephonist

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education (5 or more GCSE grade 4 (C) or above)	<b>Yes</b>	
GCSE Maths grade 4 (C) or above or equivalent	<b>Yes</b>	
GCSE English grade 4 (C) or above	<b>Yes</b>	
AMSPAR Receptionist Certificate or NVQ in Customer Care or Business Admin		<b>Yes</b>
<b>Experience</b>		
2 years experience of working with the public	<b>Yes</b>	
Experience of reception work		<b>Yes</b>
Experience of working within General Practice		<b>Yes</b>
<b>Skills</b>		
Excellent communication skills (written, oral, listening)	<b>Yes</b>	
IT Skills	<b>Yes</b>	
Knowledge of SystmOne IT system		<b>Yes</b>
Clear, polite, telephone manner	<b>Yes</b>	
Interpersonal skills	<b>Yes</b>	
Problem Solving skills	<b>Yes</b>	
<b>Behaviours</b>		
Flexible in terms of hours and location	<b>Yes</b>	
Smart, polite and confident	<b>Yes</b>	
Able to perform under pressure	<b>Yes</b>	
Able to take instruction	<b>Yes</b>	
Team working	<b>Yes</b>	
Confidential	<b>Yes</b>	
Non-Judgemental	<b>Yes</b>	