

Medical Receptionist - Person Specification

	Essential	Desirable
Academic/ Vocational Qualifications	<ul style="list-style-type: none"> ▪ Good standard of General education ▪ O level/GCSE mathematics and English 	
Experience	<ul style="list-style-type: none"> ▪ Practical experience of working with others ▪ Experience of working under own initiative ▪ Experience of using IT in a working environment 	<ul style="list-style-type: none"> ▪ Working in General Practice or the NHS ▪ Medical terminology ▪ Experience of customer service ▪ Experience of working within a medical environment
Knowledge/ Skills	<ul style="list-style-type: none"> ▪ Excellent customer service skills and ability to communicate confidently with the general public ▪ Excellent communication skills: able to listen effectively, clearly articulate and adapt communication style to facilitate understanding ▪ Confident in dealing with people face to face or over the phone ▪ Problem solving : able to explore and resolve issues calmly under pressure ▪ Time Management: able to work to deadlines • IT literate • Information management - able to collect, organise and input data efficiently • Planning and organising - able to multi-task and prioritise • Attention to detail – thorough and able to maintain a high standard of accuracy and quality 	<ul style="list-style-type: none"> ▪ Experience of working in General Practice or the NHS ▪ Understanding of the NHS and General Practice ▪ Experience using Docman and Emis Web



THE CORBETT
MEDICAL PRACTICE

Qualities/ Attributes	<ul style="list-style-type: none">▪ Self motivated▪ Flexible; available to work flexible hours as required▪ Team working; Able to work effectively as both part of a team and under your own initiative▪ Adaptability: able to adjust to changing demands and situations▪ Interpersonal skills: able to deal with diverse people under difficult, emotive and stressful circumstances.▪ Resilient: able to maintain composure and respond professionally to angry and upset patients▪ Performing under pressure/ability to remain calm, controlled and professional▪ Able to follow protocols, policies and processes and confident to ask for guidance or help when required.▪ Integrity – able to maintain confidentiality, observing dignity and privacy of patients and staff and always act with honesty and integrity and adhere to ethical standards• Dependable: Trustworthy, committed, reliable, punctual and thorough.	
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