

## Post Title Administrator/Receptionist

## PERSON SPECIFICATION

Assessment Criteria	Essential	Desirable
<b>Qualifications and Training</b>	GCSE in Maths & English grade C or above	NVQ or equivalent in customer care Formal training in a public-facing environment Knowledge of GP Computer systems, preferably Systmone
<b>Experience</b>	Working with the public, preferably in a Reception environment Basic office procedures	Telephone call handling Experience
<b>Skills and Knowledge</b>	Good Team working skills Effective time management skills Ability to work independently following verbal or written instructions	Understanding of the issues around Safeguarding
<b>Personal Attributes</b>	Adaptable to change Friendly but professional approach Good time management A willingness to strive for excellence	Flexibility to work across sites Flexibility in working hours
<b>Demonstrates Trust Values</b>	Compassion, Achievement, Relationships, Environment – Proud to CARE	