

# Person Specification

<b>Job Title:</b>	Radiotherapy Receptionist	<b>Division/Department:</b>	CAS	<b>Band:</b>	2
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Criteria	Essential	Desirable	Stage Measured at: A = Application I = Interview T = Test
<b>Commitment to Trust Values and Behaviours</b>	Must be able to demonstrate behaviours consistent with the Trust's behavioural standards		A
<b>Training &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE in Maths and English (grade C and above) or equivalent or NVQ 2 in administration</li> <li>Willingness to learn new skills</li> </ul>	<ul style="list-style-type: none"> <li>ICT qualifications</li> <li>Hospital ICT systems</li> </ul>	A
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant work experience</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in a healthcare setting or working as part of a team in a busy, challenging environment</li> </ul>	A

<b>Communication and Relationship skills</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Ability to pass accurate messages to patients, carers, visitors and all levels of staff in a clear concise manner</li> <li>• Good telephone manner</li> <li>• Friendly and approachable</li> <li>• Team player</li> </ul>	<ul style="list-style-type: none"> <li>• Team working experience</li> </ul>	<b>A</b>
<b>Analytical and Judgement skills</b>	<ul style="list-style-type: none"> <li>• Prioritises/re-prioritises own workload to co-ordinate with deadlines as determined by others</li> <li>• Judgement of when to refer issues to a more senior staff member</li> </ul>	<ul style="list-style-type: none"> <li>• Methodical</li> <li>• Good time management skills</li> </ul>	<b>A</b>
<b>Planning and organisation skills</b>	<ul style="list-style-type: none"> <li>• Prioritises own workload on a daily basis, co-ordinating duties to comply with deadlines</li> <li>• Self-motivated</li> <li>• Calm and well organised</li> <li>• Flexible</li> </ul>		<b>A</b>

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Computer and keyboard skills.</li> <li>• Sitting for extended periods, daily. Walking moderate distances, daily.</li> </ul>		<b>A</b>
<b>Other requirements specific to the role</b> (e.g. be able to work shifts/on call)	<ul style="list-style-type: none"> <li>• Flexible in outlook, able to cover all clerical duties in the department. Flexibility in working hours. Smart appearance</li> </ul>		<b>A</b>