






## PERSON SPECIFICATION

**Assessment: A – Application Form, I – Interview, T – Test, P – Presentation, R – References, C – Pre-employment checks, O - Other**

| Criteria   | Essential or Desirable                    | Assessment                    |
|--|---|-------------------------------|
| <b>Experience and Knowledge</b><br>1 years general office experience<br>Health care setting and previous reception skills<br>Ability to work under pressure to meet required deadlines<br>The ability to deal with more than one situation at a time   | E<br>D<br>E<br>E                          | Application form              |
| <b>Qualification(s) and Professional Training</b><br>Good keyboard skills<br>RSA II Typewriting  |   | Application form<br>Interview |
| <b>Skills and Abilities</b><br>Good communications skills<br>Enthusiastic and motivated<br>Ability to have positive working relationships<br>Good health record<br>Good Organisational skills  | E<br>E<br>E<br>E<br>E                     | Application form<br>Interview |
| <b>Personal Qualities</b><br>To be able to lift boxes within moving and handling protocol<br>To be able to sit and concentrate using a PC for frequent periods<br>To be able to stand for frequent periods<br>To be able to deal with irate patients and staff<br>To deal with distressing situations and distressed patients<br>To be calm under pressure<br>To deal with competing demands for attention<br>To take messages and relate back comprehensively<br>To work under own initiative making decisions  | E<br>E<br>E<br>E<br>E<br>E<br>E<br>E<br>E | Interview<br>References       |
| <b>Other</b>   |   |                               |
| <b>Trust Values</b><br> Effective open communication<br> Excellence and safety in all that we do<br> Challenge but support<br> Expect respect and dignity<br> Local healthcare that inspires confidence | All<br>Essential                          | All<br>Interview              |