

Person Specification – Medical Receptionist

JOB TITLE:	RECEPTIONIST
DATE:	November 2021

QUALIFICATIONS	Essential	Desirable
• Good standard of general education	✓	
• Experience of Microsoft Office eg. Word, Outlook	✓	

EXPERIENCE	Essential	Desirable
• Practical experience of working with others as part of a team	✓	
• Experience of using own initiative	✓	
• Practical experience of computerised systems	✓	
• Experience of answering telephone calls in a high call volume		✓
• Experience of working with members of the public in a busy environment		✓
• Experience of working within a General Practice office environment		✓

SKILLS	Essential	Desirable
• Excellent communication skills	✓	
• Computer literate	✓	
• Good Time Management and the ability to work to deadlines	✓	
• Problem solving skills	✓	
• Ability to use own judgement, resourcefulness and common sense	✓	
• Ability to work under pressure	✓	
• Ability to work as part of an integrated multi skilled team	✓	
• Pleasant and articulate	✓	

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KNOWLEDGE	Essential	Desirable
• A detailed understanding of a General Practice office environment		✓
• Ability to work without supervision and determine own workload priorities	✓	
• Interpersonal skills	✓	
• Ability to deal with several tasks simultaneously	✓	

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Able to perform under pressure and in an environment which can get very busy	✓	
• Adaptability, able to work in a changing environment	✓	
• Ability to work well in team	✓	
• Self motivated	✓	
• Flexibility	✓	
• An understanding, acceptance and adherence to the need for strict confidentiality	✓	

OTHER	Essential	Desirable
• Flexibility of working hours	✓	
• Able to work at desired times	✓	
• Smart neat and tidy appearance	✓	
• Pleasant and professional manner	✓	
• Strong appreciation of customer service skills	✓	
• An understanding and empathy with people attending a GP surgery	✓	