

Person Specification – Reception Supervisor Waterfront Medical Centre			
Specifications	Essential	Desirable	Method of Assessment
Academic/Vocational Qualifications and Training	<p>Good standard of secondary education</p> <p>GCSE or equivalent in Maths and English</p> <p>Evidence of recent continuous professional development</p>	Management and/or Administration NVQ Qualification	Application form/Certificate check
Experience	<p>Previous experience with supervising staff</p> <p>Previous experience of working in a patient/customer focused environment.</p> <p>Providing training to staff members</p> <p>Experience of Microsoft Office software</p> <p>Experience of Administration work</p> <p>Experience of managing complaints in a professional manner.</p>	<p>Experience of General Practice, or the National Health Service</p> <p>Experience of using clinical software systems including Vision, Docman, GPTR etc.</p>	Application form and Interview
Knowledge/Skills	Excellent interpersonal skills and the ability to communicate with a diverse range of people	<p>Able to manage a fast-paced environment</p> <p>Knowledge of HR Policies</p>	Application form and Interview

	<p>Ability to train members of staff</p> <p>Highly Skilled in the use of Microsoft and Outlook packages</p> <p>Excellent telephone manner</p> <p>Ability to work as part of a team.</p> <p>Must be well organised.</p> <p>Ability to prioritise workload effectively</p> <p>Problem solving and using initiative</p> <p>Excellent literacy and numeracy skills</p> <p>Ability to prioritise, and work to tight deadlines</p> <p>Excellent keyboard and computer skills and the ability to use email and internet</p> <p>Accuracy and attention to detail</p> <p>Excellent time-management skills</p> <p>Ability to remain calm under pressure and think logically</p>	<p>Experience in dealing with conflict resolution scenarios</p>	
--	--	--	--

Personal Attributes/Qualities	Positive role model Integrity, Kindness, Respect and Honesty Cooperative and conscientious Confident and able to work under pressure and deal with difficult situations Self-motivated – able to use own judgement and common sense Able to work in a changing environment Able to work independently High standard of work Willingness to take responsibility for maintaining confidentiality of information held by the practice	Ability to recognise own limitations, identify learning needs and act on them	Interview and DBS check
--	---	--	------------------------------------