

### Person Specification

<b>Job Title</b>	Receptionist - Access		
<b>AfC Band</b>	Band 2	<b>Job Code</b>	

**Method of Assessment: 'A' Application Form 'C' Certificate 'I' Interview 'R' Reference 'T' Test/Presentation**

Person Specification		Essential	Desirable	Assessment
<b>Qualifications</b>				
1	Educated to GCSE level or equivalent experience	X		A/C
2	European Computer Driving Licence (ECDL)	X		A/C
3	NVQ 2 in Customer service		X	A/C
<b>Knowledge &amp; Experience</b>				
1	Data entry experience	X		A/I
2	Good knowledge of Administrative Systems	X		A/I
3	Previous reception experience	X		A/I
4	Previous NHS experience	X	X	A/I
5	Knowledge of Medway or other Patient Administrative System		X	A/I
6	Experience of dealing with customers	X		A/I
7	Experience of dealing with complaints	X		A/I
<b>Skills</b>				
1	Standard keyboard skills	X		A/I
2	Ability to move case notes as required	X		A/I
3	Ability to use own initiative when dealing with patient enquiries	X		A/I
4	Good organisational skills	X		A/I
5	Ability to prioritise own workload	X		A/I
6	Ability to recognise and solve problems and identify when further advice is required	X		A/I
7	Excellent interpersonal skills with ability to use tact and diplomacy.	X		A/I
8	Detail oriented and able to meet deadlines	X		A/I
9	Good understanding of confidentiality	X		A/I
10	Good verbal and written communication and telephone skills	X		A/I
<b>Other</b>				
1	Frequent requirement to move patient case notes throughout the day	X		A/I
2	Ability to concentrate when taking patient details at the reception desk or over the phone throughout the day	X		A/I
3	Occasional requirement to deal with distressed patients	X		A/I
4	Use of VDU continuously throughout the course of the shift	X		A/I