

Person Specification

Post: Reception Administrator



| Attributes | Essential | Desirable | Method of Assessment |
|---------------------------------|--|--|------------------------------|
| Education/Qualifications | <ul style="list-style-type: none"> • 5 GCSE's or equivalent | <ul style="list-style-type: none"> • Work related training/development | Application Form |
| Skills/Ability/Knowledge | <ul style="list-style-type: none"> • Strong customer service skills • Strong organisation skills • Excellent written and verbal Communication skills • Excellent interpersonal skills • Able to work shift patterns • Able to work within a multidisciplinary team • Good I.T. skills and ability to confidently and competently use computer database systems. | <ul style="list-style-type: none"> • Ability to multi-task and adapt to constantly fluctuating working patterns • Ability to recognise urgent calls/situations and respond accordingly | Application & Interview |
| Experience | <ul style="list-style-type: none"> • At least two years' administrative experience • Experience in handling customer queries by: <ul style="list-style-type: none"> • Telephone • Face to Face • Letter • Fax • E-mail | <ul style="list-style-type: none"> • Previous administrative work experience in a healthcare setting • Dealing with the public and/or customers in person | Application Form & Interview |
| Disposition | <ul style="list-style-type: none"> • Work well in a busy environment | | Interview |

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| | <ul style="list-style-type: none"> • Good common sense • Commitment to patient welfare • Friendly disposition • Adaptability/flexibility • Confidential • Excellent timekeeping • Reliability | | |
| Physical | <ul style="list-style-type: none"> • Neat and tidy and presentable • Good general health and signed fit by Occupational Health to perform tasks as per the Job Description | | Interview |