**PERSON SPECIFICATION**

**POST : Outpatient Receptionist**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS /  SPECIAL TRAINING :  Good Standard of Education  NVQ 2 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  Relevant IT qualification specific to post i.e ECDL, keyboard skills | E  E  E | Application Form  Application Form/Skills Test  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  Ability to manage own workload within busy environment.  Advanced IT/Keyboard skills, | E  E  D | Interview  Application Form/  Interview  Interview |  |  |
| EXPERIENCE:  Proven clerical/administrative experience within customer care environment or similar.  Previous NHS/Social Services experience | E  D | Application Form  Application Form |  |  |
| PERSONAL REQUIREMENTS:  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Ability to work under pressure. | E  E  E  E  E | Interview  Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable