# PERSON SPECIFICATION

## POST : Ophthalmology 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 | E | Application Form |
| NVQ 2 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience | E | Application Form/Skills Test |
| Relevant IT qualification specific to post i.e ECDL, keyboard skills | E | Application Form |
| KNOWLEDGE/SKILLS: | E  E  D |  |  |  |
| Effective interpersonal, organisational and communication skills | Interview |
| Ability to manage own workload within busy environment. | Application Form/ Interview |
| Advanced IT/Keyboard skills, | Interview |
| EXPERIENCE:  Proven clerical/administrative experience within customer care environment or similar. | E | Application Form |  |  |

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| Previous NHS/Social Services experience | D | 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

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |