**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 EducationNVQ 2 Business Administration or Team Leadership or Customer Care or equivalent qualification / experienceRelevant IT qualification specific to post i.e ECDL, keyboard skills | EEE | Application FormApplication Form/Skills TestApplication Form |  |  |
| KNOWLEDGE/SKILLS:Effective interpersonal, organisational and communication skillsAbility to manage own workload within busy environment.Advanced IT/Keyboard skills,  | EED | InterviewApplication Form/InterviewInterview |  |  |
| EXPERIENCE:Proven clerical/administrative experience within customer care environment or similar.Previous NHS/Social Services experience | ED | 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. | EEEEE | InterviewInterviewInterviewInterviewInterview |  |  |
| 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 | EE | InterviewInterview |  |  |

\* Essential/Desirable