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**Elm Hayes Surgery**

**Receptionist**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Education & Qualifications** | Educated to GCSE level or equivalent. Inclusive of Maths and English Experience required |  |
| **Experience Required** | Confidence with using IT  Reception | Working in a healthcare setting / Primary Care setting  Experience dealing with challenging behaviour |
| **Skills** | Good attendance and timekeeping  Ability to follow verbal and written instruction  Ability to write clearly and accurately  Maintain patient confidentiality  Remain calm under pressure – It is a difficult job at times, but also very rewarding!  Fit well in a team and work well independently  Flexibility and ability to support your team with additional hours if needed.  Excellent organisation skills  Good communication skills and fluency in spoken English  Sensitive to the needs of patients  High standard of customer service & willingness to improve  Be motivated to complete training and troubleshooting. | Basic understanding of anatomy and medical terminology  Excellent customer service skills |
| Ultimately, good team working underpins this role. Being a cohesive team is essential in this challenging environment. And flexibility in hours is a must.  Clear communication between teams and our service users is essential. | | |

If you are excited by what you have read please apply!