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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 settingExperience dealing with challenging behaviour |
| **Skills** | Good attendance and timekeepingAbility to follow verbal and written instructionAbility to write clearly and accuratelyMaintain patient confidentialityRemain calm under pressure – It is a difficult job at times, but also very rewarding!Fit well in a team and work well independentlyFlexibility and ability to support your team with additional hours if needed. Excellent organisation skillsGood communication skills and fluency in spoken EnglishSensitive to the needs of patientsHigh standard of customer service & willingness to improveBe motivated to complete training and troubleshooting. | Basic understanding of anatomy and medical terminologyExcellent 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!