



Weston House Practice and Hatherley Branch Surgery Cheltenham

Person Specification – Receptionist

	Essential	Desirable
Academic/Vocational Qualifications	<ul style="list-style-type: none"> • Education to GCSE standard (or equivalent) with grade C or above in English • Strong keyboard/ IT skills. Confident in using Microsoft Office, email and internet 	<ul style="list-style-type: none"> • Qualification in administration/ Customer Service
Experience	<ul style="list-style-type: none"> • Experience of working in a reception role • Experience of working with the general public, face-to-face and by telephone • Experience of working in a team • Experience of working in a busy environment and under pressure 	<ul style="list-style-type: none"> • Experience of working in the NHS and/or Healthcare setting
Qualities	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Excellent attention to detail • Self-motivating and able to work with minimal supervision • Able to work well under pressure • Honest , caring and sympathetic • Personable and approachable • Hard working and reliable 	<ul style="list-style-type: none"> • An understanding of the implications of cultural different for service delivery

	<ul style="list-style-type: none">• Versatile and flexible to the needs of the job• Able to work to agreed policies and procedures• Willing to undertake training relevant to the position	
Other Instructions	<ul style="list-style-type: none">• Willing to work flexible hours as necessary and across both sites	