

**Rush Hill & Weston Surgery  
Medical Receptionist& Administrator**

**Person Specification:**

Criteria	Essential	Desirable	Assessed by		
			App	Int	Ref
<b>Qualifications</b>					
Good general education and/ or equivalent substantial experience	✓		✓		
<b>Experience/Knowledge</b>					
Experience as an Administrator in a busy environment.	✓		✓	✓	✓
Experience as a Receptionist in a busy environment.		✓	✓	✓	
Experience of front line customer care.	✓		✓	✓	✓
Experience of working in primary care health or the NHS or similar environment		✓	✓		
Experience of dealing with high volume of telephone calls.		✓	✓	✓	
Experience of completing multiple tasks in a busy environment.	✓		✓	✓	✓
Experience of using a computerised patient systems – e.g. TPP SystmOne		✓	✓		
Experience of using NHS computerised systems – e.g. Choose & Book, Open Exeter.		✓	✓	✓	
<b>Skills and Attributes</b>					
Ability to work effectively in a team and willingness to support colleagues	✓		✓	✓	✓
Able to work quickly and calmly under pressure and still maintain accuracy	✓		✓	✓	✓
Able to demonstrate good written and verbal communication skills	✓		✓	✓	
Ability to interact effectively with people at all levels	✓		✓	✓	✓
Flexibility of approach and willingness to learn new tasks	✓		✓	✓	
Willingness to be able to cover for colleagues/to meet business demand.	✓			✓	
Attention to detail and accuracy	✓		✓	✓	✓
Good typing skills	✓		✓	✓	✓

**Key:**

App = Application form

Int = Interview

Ref = References