

**PERSON SPECIFICATION
RECEPTIONIST**

	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	HOW TESTED	
			Essential	Desirable
QUALIFICATIONS	Good standard of Education	Reception Course Qualification	A	A
	Very Good I.T. skills	CLAIT or ECDL	A/I	A
	Basic use of the English Language (spelling & grammar)		A	
EXPERIENCE	Experience in an office environment	Experience of reception work.	A	A
	Experience of working with the Public. Good Patient/Customer Care Skills	Previous NHS experience	A	A
	Excellent telephone skills		A/I	
	Responsible Outlook		I	
	Part Time Work i.e. not full time or reason for reduction.		I	
		Understanding of the role	A/I	A
PERSONAL QUALITIES and ATTRIBUTES	Friendly, approachable manner.		I	
	Good Interpersonal skills.		I	
	A flexible approach to working routines and practices.		I	
	Common Sense.	Sense of humor.	A/I	
	Energy and enthusiasm.	Live locally	A	
	Ability to work independently and as part of a team.		I	
	Sound administrative and organisational skills.		A/I	
Pride in personal appearance. Confidentiality		A/I		

A = Application

I = Interview