

PERSON SPECIFICATION

Receptionist/Health Promotion Assistant

Criteria	Standard	(D)esirable or (E)ssential	Evidenced
Qualifications and Training	Good level of English and IT skills	E	A
	Willingness to undertake basic clinical skills training	E	I
Knowledge, Skills and Abilities	Excellent interpersonal skills	E	I
	Ability to handle patients (both on the telephone and in person) who may be angry or distressed	E	I
	Excellent telephone skills	E	A/I
	Ability to record data accurately both electronically and in paper format	E	I
Experience	Previous experience of customer services	D	I
Personal Qualities	Flexible approach to working hours	E	I
	Ability to exercise tact and discretion and deal with confidential information	E	I
	Calm, courteous manner	E	I
	Ability to physically undertake required duties with the use of manual handling equipment where appropriate	E	I
	Ability to work as part of a team	E	I
	Ability to work as a 'lone worker' when required	E	I
Other Requirements	Full driving licence, with access to a vehicle for work	E	A

A= Application
I - Interview