

**FRAMLINGHAM MEDICAL PRACTICE
JOB SPECIFICATION – RECEPTIONIST**

Essential	Desirable	Assessment
<p>Qualifications</p> <p>Good level of education to GCSE / O Level standard or equivalent</p>	<p>Keen to learn new skills</p>	<p>Application/Interview</p>
<p>Experience</p> <p>Computer literate with excellent keyboard skills Customer service experience Self-starter, able to work on own initiative, following set procedures and protocols</p>	<p>Previous experience of working in General Practice Use of clinical system software e.g. SystmOne Previous Reception experience</p>	<p>Application/Interview</p>
<p>Skills & Abilities</p> <p>Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstances Ability to organise own tasks and work systematically Ability to respect confidentiality at all times</p>	<p>An enquiring mind with a willingness to learn new skills and procedures</p>	<p>Application/Interview</p>
<p>Knowledge & Understanding</p> <p>Demonstrate an understanding and commitment to good standards of patient care Enjoys working as part of a Primary Care Team Flexible in approach to work and ability to cover colleagues during leave/busy periods</p>	<p>Understanding of and commitment to Health & Safety in the workplace</p>	<p>Application/Interview/ Reference</p>
<p>Personal Attributes</p> <p>Be able to demonstrate an understanding and commitment to working within a team Ability to remain calm under pressure Capable of working supervised and unsupervised Capable of consistent accuracy and concentration under pressure Self-motivated but aware of limits of authority</p>	<p>Keen to learn new skills</p>	<p>Application/Interview</p>