

## HOLDERNESS HEALTH

### RECEPTIONIST

<b>Person Specification</b>	<b>Criteria (E = essential, D = desirable)</b>
<b>Qualifications</b>	
Good standard of education	E
Good IT skills	E
ECDL	D
<b>Experience</b>	
Experience of working in an office environment	E
Experience of working with the public	E
Good patient/customer care skills	E
Excellent telephone skills	E
Good knowledge of clerical procedures	E
Confidentiality	E
Competent in the use of computers	E
Previous NHS experience	D
Experience of reception work	D
<b>Personal Qualities &amp; Attributes</b>	
Friendly, approachable manner	E
Good interpersonal skills	E
Good organisational skills and the ability to prioritise workload	E
A flexible approach to working and adaptable to change	E
Professional attitude	E
Ability to work independently and also as part of a team	E
Pride in personal appearance	E
Good time keeper	E