

Personal Specification

Job title:	Receptionist
Location:	Benfield Valley Healthcare Hub (two sites) Burwash Site 14 Burwash Road, Hove, BN3 8GQ / County Clinic Site Old Shoreham Road, Portslade, Brighton, BN41 1XR

You will be assessed according to the extent in which you meet these qualities/skills and how well matched you are to our core beliefs and commitments.

Please note the methods of assessment which are:

A = application

I = interview

C = Certificate

T = Test



Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification because of their disability. Candidates who this applies to should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
<i>Criteria 1: Qualifications</i>			
Good standard of education or equivalent experience	E	A, C	
<i>Criteria 2: Personal Qualities</i>			
Proven record of good timekeeping and attendance	E	I	
Able to show understanding of issues relating to equal opportunities	E	I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
Criteria 3: Experience and job related knowledge			
Experience in an administrative role	E	A, I	
Using databases/paper filing systems to ensure efficient management of process	E	A, I	
Experience working within a professional team	D	A, I	
Hospital and care appointments systems	D	A	
Systems and processes within the healthcare sector	D	A, I	
Principles of Care e.g. First do no harm and patient confidentiality	D	A, I	
Of complying with patient confidentiality and Data Protection requirements	D	A, I	
Knowledge and experience of NHS admissions/outpatient department procedures	D	A, I	
Experience of patient administration systems and/or appointment booking systems	D	A, I	
Experience in customer care or similar service industry practices	E	A, I	
Prior experience dealing with upset or difficult clients	E	A, I	
Criteria 4: Skills			
Able to communicate effectively face to face and on the telephone with a range of people in a range of routine work procedures	E	I	
Excellent telephone manner – manages calls in a professional way	E	A	
Good listening skills with an ability to maintain focus, recognise possible distractions and ignore/deal with them	E	A, I	
Able to work to procedure to the established standards required	E	A, I	
A meticulous attention to detail when working paperwork and to data entry	E	A, I	
Able to write clear, concise, accurate letters/reports	E	A, I	
Fast and accurate keyboard skills to RSA III or equivalent	D	A	
Audio typing	D	A	
Basic level use of Word and Excel	E	A	
Medical terminology / Read Coding	D	A, I	
Choose and Book	D	A, I	

Requirement	(E)ssential / (D)esirable	Method of assessment (see note to applicants)	On the job training provided?
<i>Criteria 5: Other Requirements</i>			
Tact and diplomacy	E	I	
To be able and willing to work flexible hours, i.e. late rota	E	I	