

NHS Lothian

Post: Administrative Assistant (Receptionist) - Band 2 (Edinburgh Dental Institute, Lauriston Building)

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

	Essential	Desirable	How Assessed
Personal Traits	<p>Understands and demonstrates the NHS Lothian's values of quality, teamwork, care & compassion, dignity & respect & openness, honesty & responsibility through the application of appropriate behaviours and attitudes.</p> <p>Be keen and motivated to learn and improve</p> <p>Have a positive attitude and professionalism in both face to face and telephone interactions with members of the public, staff and other professionals</p> <p>Enjoy a diverse team working environment</p> <p>Have an exceptional ability to communicate with a variety of internal and external colleagues</p> <p>Be friendly, professional and welcoming to the public in both face to face interactions and on the phone at all times</p>		A/I/R
Qualifications and Training	<p>Knowledge of office procedures acquired.</p>	Customer Service training/experience	A/I/C/T
Experience and Knowledge	<p>Experience of working with the public in a fast paced environment.</p> <p>Previous experience of working in a reception and face to face administration type role.</p>	<p>NHS experience</p> <p>Previous work in dental services would be advantageous.</p>	A/I/C/R/T
Skills and/or Abilities	<p>Excellent organisational, oral and written communication skills.</p> <p>Excellent IT skills including knowledge of word processing, spreadsheet and databases.</p> <p>Dealing with difficult situations</p> <p>Ability to use own initiative</p>		A/I/R
Specific Job Requirements	<ul style="list-style-type: none"> • Due to service demand the post holder must be able to work (Mon, 8.45-4.45, Thursday 8.45-4.45 • Friday – 8.45- 16.30 <p>Be able to cope with occasional anti-social behaviour and verbal abuse</p> <p>Be highly aware of patient confidentiality</p> <p>Be comfortable lone working for short periods</p> <p>Able to manage own time effectively, prioritising work to meet competing demands.</p> <p>Be able and willing to work in other locations across the NHS Lothian area.</p>		A/I/R

Key – how assessed	
A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References