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	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. **Be keen and motivated to learn and improve** Have a positive attitude and professionalism in both face to face and telephone interactions with members of the public, staff and other professionals **Enjoy a diverse team working environment** Have an exceptional ability to communicate with a variety of internal and external colleagues **Be friendly, professional and welcoming to the public in both face to face interactions and on the phone at all times**		A/I/R
Qualifications and Training	Knowledge of office procedures acquired.	**Customer Service training/experience**	A/I/C/T
Experience and Knowledge	Experience of working with the public in a fast paced environment. Previous experience of working in a reception and face to face administration type role.	NHS experience **Previous work in dental services would be advantageous.**	A/I/C/R/T
Skills and/or Abilities	Excellent organisational, oral and written communication skills. **Excellent IT skills including knowledge of word processing, spreadsheet and databases.** **Dealing with difficult situations** Ability to use own initiative		*A/I/R*
Specific Job Requirements	• 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 **Be able to cope with occasional anti-social behaviour and verbal abuse** Be highly aware of patient confidentiality **Be comfortable lone working for short periods** Able to manage own time effectively, prioritising work to meet competing demands. **Be able and willing to work in other locations across the NHS Lothian area.**		*A/I/R*

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