

**RECRUITMENT AND SELECTION STANDARDS**

**PERSON SPECIFICATION FORM**

Post Title/Grade: Audiology Receptionist

Department/Ward: Audiology Department, Victoria Hospital

Date: 01/03/2024

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | Previous administrative and reception experience, preferably in an NHS environment  | Relevant experience.Varied client groups | Application Form Interview |
| **Qualifications/****Training** | Educated to O/Standard Grade level. | Customer service related modules, etc | Application FormInterview |
| **Knowledge** | Proficient in using PC and IT packages and familiar with email.Demonstrates an understanding of confidentiality. | IT skills, with a proven competency in the use of proprietary software packages.  | Application FormInterview |
| **Skills** | A level of English language competency and communication skills necessary to perform this role safely and effectively.Good numeracy and communication skillsGood organizational / prioritising skillsAbility to work calmly and methodically when under pressure from a busy and varied caseload. |  | Interview |
| **Aptitude** | Patience, empathy.Clear and concise verbal communication skills.Ability to cope with occasionally aggressive patients.Ability to work within a team.Comply with appropriate departmental dress code.Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife. | Healthcare / NHS experience | Interview |
| **Other****e.g. Team Player,****be able to travel** | Desire to improve and continue professional development.Ability to travel in relation to job purpose. |  | Application FormInterview |