

Post: Senior Medical Receptionist

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.

Criteria	Essential	Desirable	How assessed
Personal Traits	Team player Motivated Enthusiastic Customer service focused Tact and diplomacy Excellent communication	Able to communicate with a variety of internal and external colleagues	A, I & R
Qualifications and Training	Minimum 3 standard grades including English and Maths or able to demonstrate equivalent standard through experience	Medical terminology training Customer Service	C
Experience and Knowledge	Knowledge in using a range of databases Experience of working within the Healthcare Industry Previous experience in reception duties Experience in managing staff Experience of coaching, mentoring and developing new and less experienced staff.	Use of Vision, Docman, SCI Gateway Experience of working within a GP surgery Coding knowledge	A & I
Skills and/or Abilities	Well developed keyboard skills Good organisational and communication skills Manage time effectively, prioritising work to meet competing demands Ability to take initiative to resolve problems. Motivational leader able to engage staff to achieve high levels of performance. Reliable team working adopting a flexible and supportive approach to the workforce. Ability to contribute ideas, suggestions and feedback to improve the service and to identify and implement service improvement projects.		A & I
Specific Job	Dealing with difficult situations		A & I

requirements	Managing anti-social behaviour and verbal abuse Confidentiality Lone working for short periods		
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Key – how assessed	
A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise
P = Presentation	R = References