



## Person Specification

**Department:** Admin

**Job Title:** Receptionist

**Date Written:** November 2016

The requirements are divided between qualifications, competencies, experience and personal qualities. Each is weighted between 1 and 5 to reflect their importance. Those rated

1. are desirable, but not necessary.
2. are desirable and could be achieved through training or experience.
3. are essential but there is some scope for development over a short timescale.
4. are essential and we would expect the candidate to show they could be used with minimum need to adjust.
5. we expect to be immediately available and fully operational from day one.

Requirement	Weighting 1-5	How we assess if candidate meets the requirement
<b>1. Qualifications</b>		
GCSE Grade C or above in English or equivalent	4	Evidence of qualification
<b>2. Competencies</b>		
Ability to communicate both written and orally.	5	Application form/CV Observation at interview
Ability to remain calm under pressure whilst dealing with a busy work environment.	4	Application form/CV Questions at interview.
Ability to work positively as a team member by encouragement, listening and responding.	4	Application form/CV Questions at interview

<b>Requirement</b>	<b>Weighting 1-5</b>	<b>How we assess if candidate meets the requirement</b>
Ability to work on own initiative and also take direction.	4	Application form/CV Questions at interview
Ability to manage a heavy workload ensuring deadlines are met	4	Application form/CV Questions at interview
Ability to plan and organise specifically delegated tasks and meet agreed objectives.	4	Application form/CV Questions at interview
Ability to work within defined procedures and processes	3	Application form/CV Questions at interview
Ability to provide excellent customer service ensuring confidentiality is observed at all times.	5	Application form/CV Questions at interview
Ability to solve problems in a methodical and calm manner	4	Application form/CV Questions at interview
Ability to use Microsoft Office, and learn new software as required.	4	Application form/CV Test at interview Questions at interview
An understanding and the ability to work to Health & Safety regulations	4	Application form/CV Questions at interview
<b>3. Experience</b>		
Experience of working within a GP Practice and/or working with members of the public	2	Application form/CV Questions at interview
<b>4. Qualities</b>		
To develop oneself by enhancing skills through in-house training and other means	4	Application form/CV Questions at interview
To be adaptable and flexible responding to change positively	5	Questions at interview

## Summary of conditions of service

1. **Hours:** This is a part time post working 25 hours per week according to the rota system. Also occasional evenings and Saturday mornings. Flexibility will be a requirement of this post.
2. **Contract:** This is on a permanent contract.
3. **Salary:** £7.83 per hour rising to £8.50 on completion of a satisfactory 6 month probation period. Payment is made monthly on the last day of the month.
4. **Annual Leave:** Annual leave entitlement starts at 20 days per annum, plus bank holidays, if working part time this is pro rata. The leave year runs from 1 March to the end of February.
5. **References:** This post is subject to two satisfactory references being received.
6. **Probationary period:** This post is subject to the satisfactory completion of six month's service.
7. **DBS:** The post is subject to a satisfactory disclosure being received from the Disclosure & Barring Service.
8. **Notice:** For the first four weeks no notice is required by either party, thereafter one calendar months' notice is required by both parties.
9. **Expenses:** Out of pocket expenses will be paid. Any official mileage will receive 45p per mile allowance.
10. **Pension:** This appointment is pensionable under the NHS pension scheme as it applies to NHS GP Practice staff, unless you opt out of the scheme. Your pensionable salary will be subject to deduction of pension contributions in accordance with the provisions of the scheme
11. **Sick pay:** A company sick pay scheme operates and further details can be found in the staff manual.