

# **DUNDRUM AND CLOUGH SURGERY**

## **PERSON SPECIFICATION AND INFORMATION FOR APPLICANTS**

<b>MEDICAL RECEPTIONIST</b>		
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>ACADEMIC/ VOCATIONAL QUALIFICATIONS</b>	Good standard of education  5 GCSE passes (or equivalent) at Grade C or above including English and Mathematics	IT qualifications: ECDL, RSA, CLAIT, IBT
<b>EXPERIENCE</b>	Extensive experience in dealing with members of the public – telephone and face to face  Minimum of 2 year's experience working within GP Surgery/NHS	
<b>KNOWLEDGE/ SKILLS</b>	Excellent communication and interpersonal skills  Proven experience of Microsoft Office applications	Experience using the EMIS clinical system
<b>QUALITIES/ ATTRIBUTES</b>	Ability to work flexibly as part of a team  Be resourceful and use own initiative, judgement and common sense  Ability to work under pressure in a very busy environment  Ability to ensure confidentiality is maintained at all times	Ability to deal with challenging situations or individuals

**TERM:** Permanent post 20-25hrs per week

**PAY SCALE:** £23k - £25k dependent on experience and qualifications

**PENSION SCHEME:** NHS pension scheme available

**WORKING HOURS:** between 8.20am-6pm – flexibility required

**LOCATION:** Dundrum and Clough Surgery