

**Receptionist Dispenser  
Person Specification**

Criteria	Essential	Desirable
<b>Academic/ Vocational Qualifications</b>	Education to secondary level to indicate numeracy and literacy	NVQ2 standard in: <ul style="list-style-type: none"> <li>• Dispensing</li> <li>• Customer Services</li> <li>• Administration</li> </ul> GP receptionist certification: <ul style="list-style-type: none"> <li>• Amspar</li> <li>• Other</li> </ul> IT qualifications <ul style="list-style-type: none"> <li>• ECDL</li> <li>• CLAIT</li> </ul> Secondary Education Qualifications in related fields
<b>Eligibility</b>	Eligible to work in the UK  Understanding and adherence to British laws	
<b>Experience</b>	Working directly with members of the public  Answering telephone calls  General administration  Team working	Working directly with patients or clinicians in a busy health service environment  Working with <ul style="list-style-type: none"> <li>• Microsoft office /Windows software</li> <li>• Clinical software systems (EMIS preferred)</li> <li>• Outlook email system</li> </ul> Dispensing  Reception work /

		<p>Appointment making</p> <p>Previous experience of handling confidential information</p> <p>Previous experience of complaint systems/customer care</p>
<b>Knowledge/ Skills</b>	<p>Basic Numeracy skills</p> <p>Clear articulate speech</p> <p>Sound interpersonal and written communication skills</p> <p>Basic IT/ Keyboard skills</p> <p>Ability to work accurately, independently with close attention to detail</p> <p>Ability to understand, accept and adhere to Practice contractual terms including Confidentiality Policy and H&amp;S Policy</p> <p>Able to work under pressure</p> <p>Able to work in a changing environment</p> <p>Able to work on a variety of tasks with agreed objectives</p> <p>Able to self-motivate, organize and prioritise own workload, working to Practice Policies and procedures</p> <p>Able to make decisions within defined procedures/ legislation and know when to seek assistance</p> <p>Able to solve problems within area of work / knowledge</p>	<p>Cash handling</p> <p>Intermediate IT skills</p> <p>Proficiency in use of EMIS / Outlook / Office software</p> <p>Medical terminology</p> <p>Knowledge of Health &amp; Safety rules</p> <p>Receptionist skills/knowledge</p> <p>Dispensing Skills/ knowledge</p>
<b>Qualities/</b>	Punctual	

<p><b>Attributes</b></p>	<p>Honest, caring and sympathetic</p> <p>Reliable</p> <p>Positive, professional, non-judgemental attitude</p> <p>Ability to work flexibly as part of an integrated multi-skilled team,</p> <p>Flexibility to cover for colleagues and work overtime to meet essential work demands from time to time</p> <p>Recognise need and aptitude to maintain and update skills</p>	
<p><b>Other</b></p>	<p>Smart &amp; appropriate appearance</p> <p>Non smoker</p> <p>Means of transport to travel to all four Practice Sites</p> <p>Good sickness record</p>	