

Person Specification – Medical Receptionist/Clerical Assistant		
	Essential	Desirable
Academic/ Vocational Qualifications	• Good general standard of education	• English and Maths/Numeracy at National 5 (or Standard Grade Credit, GCSE grade 4/C or above, or equivalent) • Medical receptionist qualification or equivalent • Office administration qualification or equivalent
Experience	• Experience with general public • Office/administration experience • Team working	• Experience in Primary Care/NHS • Evidence of job stability
Knowledge/ Skills	• Competent with use of office IT • Excellent keyboard skills • Excellent communication skills, both oral and written • Ability to understand and learn new software and administrative procedures • Good time management	• Working knowledge of EMIS PCS and Docman software • Understanding of medical terminology
Qualities/ Attributes	• Able to work under pressure • Able to work in a changing environment • Able to use own initiative • An understanding, acceptance and adherence to the need for strict confidentiality • Ability to use own judgement, resourcefulness and common sense • Ability to work without direct supervision and determine own workload priorities • Ability to work as part of an integrated multi-skilled team • Pleasant and articulate • Ability to self-motivate, organise and prioritise own workload • Empathy for the healthcare environment • Self motivating – able to work with minimal direction • Enthusiasm, with energy and drive • Good sense of humour • Hard working, reliable and resourceful • Diplomacy • Committed to ongoing development within the Practice • Ability to see a task through to completion • Ability to present a positive and professional image for the Practice	

Confidentiality

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

Equal Opportunities

Bennoch Medical Centre confirms its commitment to a comprehensive policy of equal opportunity in employment in which individuals are selected, trained, appraised, promoted and otherwise treated solely on the basis of their relevant merits and abilities.