

Modbury Health Centre

Person Specification Medical Secretary/Receptionist

	ESSENTIAL	DESIRABLE
QUALIFICATIONS REQUIRED		
Educated to GCSE level standard	Essential	
RSA qualification(proficient and accurate audio typing skills)		Desirable
EXPERIENCE AND TRAINING		
Minimum 2 years working as medical secretary/receptionist	Essential	
Experience of working as part of a team	Essential	
SKILLS		
Audio typing skills		Desirable
Computer literate- proficient Microsoft word/excel	Essential	
Verbal communication skills – ability to deal with people in person and on the telephone	Essential	
Excellent time management and organisational skills		
Verbal reasoning skills	Essential	
COMPLEXITY AND CREATIVITY		
Ability to solve problems within area of work/knowledge	Essential	
Able to work with a wide variety of tasks	Essential	
Ability to apply set procedures	Essential	
FLEXIBILITY		
Flexible approach to undertaking a wide variety of tasks	Essential	
Flexible with regard to working hours	Essential	
JUDGEMENT AND DECISION MAKING		
Comfortable working to agreed objectives	Essential	
Ability to work without supervision	Essential	
Ability to make decisions within defined procedures/legislation	Essential	
PEOPLE SKILLS		
Strong appreciation of customer service skills	Essential	
Awareness of diversity issues and able to work in a positive, non-discriminatory way	Essential	
Mature outlook	Essential	
SOCIAL SKILLS		
Outgoing, confident personality	Essential	
Team player	Essential	
Highly motivated/positive attitude	Essential	