

PERSON SPECIFICATION

HEADING	ESSENTIAL	DESIRABLE
Education and Qualifications	<ul style="list-style-type: none"> Educated to GSCE level in Maths and English or equivalent 	
Experience	<ul style="list-style-type: none"> Minimum of six months experience of customer service in business sector or by volunteering. Experience of dealing with the public by telephone. 	<ul style="list-style-type: none"> Previous experience in healthcare or a closely related field.
Skills, Abilities and knowledge required	<ul style="list-style-type: none"> Excellent communication skills with the ability to communicate effectively via telephone, face to face and with groups. Customer service skills. Good telephone manner. Keyboard skills. Ability to enter and retrieve data. To understand the principles of confidentiality. Accurate approach to routine tasks. Understanding of the importance of equal opportunities and diversity issues. Good interpersonal skills. Ability to communicate routine information that requires tact and persuasive skills or where there may be barriers to understanding. A flexible approach to work. Able to work as a member of a team and independently under the supervision of the Service Manager. Common sense approach with a non-judgemental attitude. 	<ul style="list-style-type: none"> Understanding of primary care delivery in the NHS.
Motivation and personal characteristics	<ul style="list-style-type: none"> Commitment to working in the healthcare sector and improving the care given to patients and their health outcomes. Enthusiasm and common-sense. Ability to work in a multi-professional team. Flexible approach to working. Ability to use initiative. Commitment to undertaking training and own personal development. Willingness to quickly develop new skills and aptitudes. 	

	<ul style="list-style-type: none"> • Reliable and punctual. • A professional approach to work and colleagues and contacts in the community. • Value and respect the different cultures and beliefs of patients and colleagues. 	
IT Skills	<ul style="list-style-type: none"> • Able to use computers efficiently including Microsoft Windows packages. • Ability to enter data quickly and efficiently. 	<ul style="list-style-type: none"> • Experience of using computerised customer or patient records • Use of databases for data entry
Working conditions	<ul style="list-style-type: none"> • Ability to work in a pressurised environment on a daily basis. 	