

Post: Medical Receptionist: This job summary provides a broad overview of the role and its importance in supporting the operational efficiency and success of the practice.

Attributes for role	Essential	Desirable	Method of Assessment
Qualifications	GCSE grades A-C or equivalent	A Levels	Application Form/Interview
Training	Willingness to undertake development and training when necessary		Application Form/ Interview/References
Essential Experience/Knowledge/Skills	<p>Previous experience in a reception, customer service, or administrative role.</p> <p>Strong interpersonal and communication skills.</p> <p>Ability to stay calm and professional under pressure.</p> <p>Basic understanding of clinical urgency and patient confidentiality.</p> <p>Competence in using IT systems and software (e.g., Outlook, clinical systems).</p> <p>Team player with a proactive and flexible attitude.</p>	<p>Experience in a healthcare setting, particularly in general practice.</p> <p>Familiarity with SystmOne</p> <p>Basic triage training or experience in care navigation.</p> <p>Knowledge of GDPR and data protection policies</p>	Application Form/ Interview/References
Personal Attributes	<p>Proactive and solution-focused approach to work.</p> <p>Understanding the need for professional confidentiality.</p> <p>Resilient under pressure with the ability to adapt to changing priorities.</p> <p>Commitment to providing high-quality support to patients and colleagues.</p> <p>Commitment to own professional development.</p>		Application Form/ Interview/References