

STAITHES SURGERY
DISPENSER / RECEPTIONIST
PERSON SPECIFICATION

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
Excellent communication skills	Previous experience in a dispensing
Good IT and keyboard skills	
ESSENTIAL (EXPERIENCE)	DESIRABLE (EXPERIENCE)
Experience of working in a public reception or similar environment	Previous experience in Primary Care and / or a dispensing
Experience of dealing with the public / patients	Experience of EMIS Web clinical system
Strong appreciation of customer service skills	
ESSENTIAL (QUALIFICATIONS)	DESIRABLE (QUALIFICATIONS)
Good standard of general education	NVQ level 2 in Dispensing
ESSENTIAL (QUALITIES / ATTRIBUTES)	DESIRABLE (QUALITIES / ATTRIBUTES)
An understanding, acceptance and adherence to the need for strict confidentiality	Outgoing, confident personality
Ability to use own judgement, resourcefulness and common sense	Highly motivated
Ability to work as part of a team	Mature outlook
Pleasant and articulate	Good sense of humour
Ability to work under pressure in a demanding and changing environment	Ability to work without direct supervision
Ability to work with a wide variety of tasks	
Accurate and thorough approach	
Flexibility with regard to working hours	