

Fordingbridge Surgery

Person Specification

JOB TITLE:	Care Coordinator / Receptionist
RECRUITING MANAGER:	Michelle Raymond – Practice Manager
DATE:	March 2022

QUALIFICATIONS	Essential	Desirable
• UK Driving Licence	✓	
• ECDL (European Computer Driving Licence)		✓
• GCSE (or equivalent) English	✓	
• GCSE (or equivalent) Maths	✓	

EXPERIENCE	Essential	Desirable
• Provision of health services		✓
• Work with the general public		✓
• Managing appointment systems		✓
• Team-working	✓	
• Office procedures and computerised recording systems		✓

SKILLS	Essential	Desirable
• Computer literacy and telephone skills	✓	
• Accuracy	✓	
• Methodical	✓	
• Consistency	✓	
• Ability to prioritise	✓	
• Able to liaise well with the team and the general public	✓	
• Manage change well and cope well under pressure	✓	

BEHAVIOURS	Essential	Desirable
• Planning and organising	✓	
• Articulate	✓	
• Even temperament	✓	
• Polite	✓	
• Able to demonstrate a high level of commitment and confidentiality	✓	
• Willing to learn	✓	
• Self Motivated and Flexible	✓	
• Good team approach	✓	

KNOWLEDGE	Essential	Desirable
• Basic understanding of the service given by a GP Practice	✓	
• Medical terminology		✓
• Understanding of the position of a GP practice in relation to primary care organisations and the Department of Health		✓