

Framlingham Medical Practice

Person Specification – Reception Team Lead

Qualifications	Essential	Desirable
Good level of education to GCSE/O'Level standard or equivalent	√	
Degree level or equivalent relevant experience		√

Experience	Essential	Desirable
Excellent computer and keyboard skills	√	
Team Leader/Staff Management experience	√	
Customer service experience	√	
Self-starter, able to work on own initiative	√	
Experience of working in busy environment/under pressure	√	
Organisational experience/setting up systems/processes	√	
Previous experience of working in a General Practice		√
Working with SystmOne clinical software		√
Previous reception experience		√

Skills	Essential	Desirable
Excellent communication skills (written & oral) with a range of people	√	
Leadership skills	√	
Well organised, diligent and attention to detail	√	
Respect strict confidentiality at all times	√	
Ability organise own tasks and tasks of others	√	
Works systematically in busy environment	√	
Team working	√	
Able to use computer packages including excel, word and email	√	
An enquiring mind with a willingness to learn new skills & procedures		√

Personal Attributes	Essential	Desirable
Demonstrable understanding and commitment to team working	√	
Able to inspire and motivate a team		
Self-motivated but aware of limits of authority	√	
Ability to remain calm under pressure	√	
Ability to work unsupervised	√	
Ability to problem solve	√	
Enthusiastic and versatile team player	√	
“Can do” attitude	√	
Flexibility and Adaptability	√	
Able to learn quickly and retain new information		√

Knowledge & Understanding	Essential	Desirable
Knowledge of and commitment to good standards of patient/customer care	√	

Understanding of and commitment to H&S in the workplace	√	
Knowledge of HR/Staff management policies and procedures	√	
Knowledge of Data Protection legislation		√