

## Larwood Health Partnership

### Person-Specification

#### Team Leader and Receptionist/Administrator

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Good standard of general education (5 or more GCSE grade C or above)	<b>Yes</b>	
GCSE Maths grade C or above or equivalent	<b>Yes</b>	
GCSE English C or above	<b>Yes</b>	
Team Leader/Management Qualification		<b>Yes</b>
Full Driving Licence and Access to a Vehicle	<b>Yes</b>	
<b>Experience</b>		
Experience of leading a team	<b>Yes</b>	
Experience of working with the public		<b>Yes</b>
Experience of working within the NHS		<b>Yes</b>
<b>Skills</b>		
Excellent communication skills (written, oral, listening)	<b>Yes</b>	
IT Skills	<b>Yes</b>	
Knowledge of SystmOne IT system		<b>Yes</b>
Ability to motivate staff	<b>Yes</b>	
Clear, polite, telephone manner	<b>Yes</b>	
Interpersonal skills	<b>Yes</b>	
Problem Solving skills	<b>Yes</b>	
Following HR processes	<b>Yes</b>	
<b>Behaviours</b>		
Flexible in terms of hours and location	<b>Yes</b>	
Smart, polite and confident with excellent negotiation skills	<b>Yes</b>	
Ability to create a positive working environment	<b>Yes</b>	
Able to perform under pressure	<b>Yes</b>	
Able to take instruction	<b>Yes</b>	
Team working	<b>Yes</b>	
Confidential and non-judgemental	<b>Yes</b>	

Approachable, reliable and positive with integrity, initiative and focus	<b>Yes</b>	
Passionate about outstanding customer service	<b>Yes</b>	