

# FAVERSHAM MEDICAL PRACTICE

Faversham Health Centre · Bank Street · Faversham · Kent · ME13 8QR

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Website: [www.favershammedicalpractice.nhs.uk](http://www.favershammedicalpractice.nhs.uk)

DR D J MOORE  
DR G GUPTA  
DR C RICKARD

DR N C L TAN  
DR C SAWITZKY-ESSER  
DR G SMITH  
DR C BATTISTI

DR C BAKER  
DR L GEORGE  
DR D TITTERTON

## Person Specification – Administrator/Receptionist (Care Coordinator)

ESSENTIAL (QUALIFICATIONS)	DESIRABLE (QUALIFICATIONS)
<ul style="list-style-type: none"> <li>GCSE grade A to C in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>Formal qualification in IT (e.g. CLAIT, ECDL).</li> </ul>
ESSENTIAL (EXPERIENCE)	DESIRABLE (EXPERIENCE)
<ul style="list-style-type: none"> <li>Excellent working knowledge of various IT systems including Excel, Word and the internet.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in primary care/NHS/caring profession.</li> </ul>
	<ul style="list-style-type: none"> <li>Experience in using EMIS clinical software.</li> </ul>
	<ul style="list-style-type: none"> <li>Experience of dealing with members of the public.</li> </ul>
	<ul style="list-style-type: none"> <li>Previous experience in an analytical role.</li> </ul>
	<ul style="list-style-type: none"> <li>NHS or recent practice experience.</li> </ul>
ESSENTIAL (KNOWLEDGE AND SKILLS)	DESIRABLE (KNOWLEDGE AND SKILLS)
<ul style="list-style-type: none"> <li>Good communicator (verbal &amp; written) both upwards and downwards (to management and anyone directly reporting).</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of organisational skills.</li> </ul>
<ul style="list-style-type: none"> <li>Ability to work autonomously and initiate / self-direct own workload.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to maintain confidentiality as per Job description and in line with GDPR 2018</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent organisational and problem solving skills.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent literacy skills</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to deal with external organisations in a pleasant and professional manner.</li> </ul>	
<ul style="list-style-type: none"> <li>Ability to carry out complex administration and record keeping in an office</li> </ul>	

environment.	
<b>ESSENTIAL (OTHER)</b>	<b>DESIRABLE (OTHER)</b>
<ul style="list-style-type: none"> <li>• Evidence of the ability to grasp new concepts and work on a self-directed basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of job stability (e.g. &lt; 2 employers in last 10 years).</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrate due regard for safeguarding and promoting the welfare of children.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of recent self-directed learning or development.</li> </ul>
<ul style="list-style-type: none"> <li>• Interest in/aptitude for learning new skills/taking on new challenges.</li> </ul>	<ul style="list-style-type: none"> <li>• Checkable employment history &gt; 3 years.</li> </ul>

**Please note: Selection will consider applicants' personal suitability for the role and suitability for working with children.**

**Any anomalies in the application form will be addressed at the interview.**

**It is the responsibility of all staff of Faversham Medical Practice to safeguard and promote the welfare of children and vulnerable adults.**