



Person Specification	Essential	Desirable
<b>Qualifications</b>		
ECDL		x
5 GCSEs at grade A-C (including Maths and English)	x	
<b>Experience and Skills</b>		
Previous experience in a customer orientated business	x	
Previous experience in healthcare or a travel clinic		x
Competent in Microsoft Word, Excel and Power Point	x	
Previous experience with Access or other databases		x
Experience in data input	x	
Experience in cash handling and retail transactions		x
Experience with accounting software eg Sage		x
Experience with dictation and typing of letters		x
<b>Personal attributes</b>		
Excellent communication skills and telephone manner	x	
Highly motivated and able to work on own initiative	x	
Ability to work under pressure	x	
Ability to respond to unhappy clients in a calm and professional manner	x	

Able to demonstrate how to adapt to clients needs e.g. language barriers, deafness, speech impediments etc	x	
<b>Working arrangements</b>		
Be prepared to work flexibly including some Saturdays and evenings	X	
Be willing to work away from base as necessary		X
Hold a full UK driving license		x