

Phoenix Homeopathy Ltd
Part-time Receptionist/Administrator/Practice assistant

PERSON SPECIFICATION

Essential experience

1. At least six months' office administration and/or reception experience

Essential personal attributes

2. Mature and calm manner, even under pressure
3. Friendly, helpful and confident personality
4. Trustworthiness
5. Reliability
6. Professionalism, empathy and discretion

Essential skills

7. Ability to work with good attention to detail
8. Ability to organise own workload, manage and prioritise a range of tasks
9. Excellent telephone manner
10. Familiarity with the following computer skills:
 - a. Basic concepts of IT
 - b. Using the computer
 - c. Managing files and information
 - d. Communication
 - e. Word processing using Word
 - f. Spreadsheets using Excel
 - g. Presentation of documents
11. Accurate typing speed of at least 40 wpm (candidates invited for interview will sit a short, timed typing test)
12. Good written English and grammar
13. Numeracy to a reasonable standard

Desirable experience, skills and personal attributes

1. Sage or other book-keeping experience
2. Database skills and experience, including understanding of Access
3. European Computer Driving Licence Part 2 or similar computing training
4. Knowledge of Outlook Contacts and Tasks
5. Familiarity with online applications such as Google Calendar and Gmail
6. Streamline payment processing experience
7. Interest in complementary & alternative healthcare
8. Full, clean driving license and use own car (mileage paid)

Equal opportunities

We welcome a diverse workplace, and do not discriminate on the grounds of:

- Sex, including pregnancy and maternity
- Marital status, including civil partnership status
- Gender reassignment
- A person's disability
- Race
- Age
- Sexual orientation
- Religion/belief
- Trade union membership or non-membership

Other relevant documents

- Job description
- Application form