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| **PERSON SPECIFICATION Dispensary Assistant** |

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|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | Educated to GCSE level | Dispensing qualifications. |
| **Experience** | Experience of working in a customer facing / public serving environment | Experience of working in a Dispensary in a GP surgery  |
| **Skills** | * Demonstrate the ability to serve customers effectively both face to face and on the telephone.
* Demonstrate the ability to have empathy with patients.
* Be IT literate – and have used Microsoft office and be familiar with e mail and internet platforms.
* Good verbal and written communication skills.
* Good telephone communication skills
* Good interpersonal and presentation skills as there is a need to communicate with a variety of external Partners.
* Capability to work well in a team – both immediate team and wider team
* Demonstrate the ability to work in a planned and methodical manner and paying attention to detail.
 | * Experience of working with The EMIS web clinical system.
* Experience of having dispensed medication in either a GP Dispensary or community pharmacy environment.
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| **Knowledge** | Demonstrate experience of working in a previous customer serving environment.  | Have workedWithin a GP Practice or other healthcare environment. |
| **Other** | Ability to be flexible and adjust to a changing health care environment. |  |
| **Employment checks** | This employment will be subject to full employment check, receipt of 2 satisfactory references and a clear DBS check. |  |