**The Apples Medical Centre Person Specification Last reviewed Sept 2024 pjc**

**Post:** **Dispenser**

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| **Attributes for role** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * GCSE grades A-C or equivalent * Experience of dealing with members of the public | * A Levels * NVQ 2 Pharmacy Services or equivalent qualification * Dispensary / pharmacy experience * Experience in primary care/NHS/caring profession | Application Form/Interview |
| **Training** | Willingness to undertake development and training when necessary. |  | Application Form/ Interview/References |
| **Experience** | * Dealing with members of the public both in person and on the telephone. * Comfortable with using Computer. * Working in an office environment | * Previous experience working in a GP practice environment. * Use of SystmOne system (clinical system) * Dispensary / pharmacy experience * Experience in primary care/NHS/caring profession | Application Form/ Interview/References |
| **Specialist Knowledge/Skills** | * Excellent computer skills * Understanding of the importance of confidentiality within healthcare * Ability to establish and maintain effective relationships at all levels of the organisation and across the network. * Effective communication skills both verbal and written. * Adaptable to change. * Customer Service skills/ Patient focussed |  | Application Form/ Interview/References |
| **Personal Attributes** | * Effective communication and people skills. * Highly organised and efficient. * A willingness to be flexible around the requirements of the job with a good sense of prioritising tasks based on need. * Commitment to own professional development. * Accurate and good attention to detail * Ability to work under pressure |  | Application Form/ Interview/References |