**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 |