**Person Specification**

**Dispenser**

|  |  |
| --- | --- |
| **ESSENTIAL** | **DESIRABLE** |
| **Qualifications:*** Good level of education to GCSE standard or equivalent.
* BTEC/NPA qualification in Dispensing or similar standard. i.e. NVQ Level 2 in Dispensing
 |  |
| **Experience:*** Experience in dealing directly with the public/patients
* Experience in a healthcare setting / Primary care / Pharmacy
* Stock control, usage tracking and re-ordering arrangements
* Cash handling
* Dealing with queries and complaints
 |  |
| **Skills and Knowledge :** * Excellent communicator both verbally and written demonstrated with people at all levels and in all circumstances
* Computer literate with excellent keyboard skills
* Good customer service skills
* Experience of Microsoft Office software
* Self-starter, able to work on own initiative, following set procedures and protocols.
 | * Familiarity with SystmOne software
 |
| **Other Requirements:*** Ability to work without direct supervision and use own initiative
* Ability to work well in an integrated and multi-skilled team
* Capable of consistent accuracy and concentration under pressure
* Ability to self-motivate, organise and prioritise own workload.
* Flexibility of working hours/ able to work within a rota and provide additional cover in times of need.
* An understanding, acceptance and adherence to the need for strict confidentiality.
* Understanding of and commitment to Health and Safey in the workplace
* Keen to learn new skills
* Self-motivated but aware of limits of authority
 |  |