**Person Specification**

**Dispenser**

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| **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 |  |