



<p>Knowledge and Experience</p>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Customer Service experience from a telephone or face to face role.</li> <li>• Competent in the use of IT systems</li> <li>• Good Knowledge of geographical area</li> <li>• Demonstrable ability to multitask and manage competing priorities</li> <li>• Demonstrable Experience of working in a time pressured environment</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Previous experience of working in an Emergency Communications Centre or Call Centre</li> <li>• Previous experience of using Emergency Dispatch IT Systems</li> <li>• Experience of operating telephone, radio, and data communication systems</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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<p>Skills and Abilities</p>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to listen to and record information accurately and can recognise the relevance of information, especially in emergency situations, prioritising information appropriately</li> <li>• Good written and verbal communication skills, (including the ability to speak clearly over the radio and telephone)</li> <li>• Ability to closely follow established operating procedures</li> <li>• Displays a diplomatic and objective approach towards the needs of others</li> <li>• Ability to share ideas/cascade information</li> <li>• Ability to understand and apply Trust policy and protocols</li> <li>• Ability to take instruction/direction from others</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
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Personal Attributes	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Calm manner, especially when under pressure</li> <li>• Demonstrate ability to maintain a healthy work life balance</li> <li>• Works on own initiative when circumstances dictate such action</li> <li>• Good team player</li> <li>• Displays a flexible and pre-active approach to work</li> <li>• Attention to detail</li> </ul>	
Other	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrates a good understanding of the role within the Trust</li> <li>• Upholds and demonstrates the trusts 4 core values of Professionalism, Caring, Innovation and Teamwork</li> </ul>	

ASSESSMENT METHOD:        **A** = APPLICATION FORM        **I** = ASSESSMENT/INTERVIEW

DBS STATUS FOR POST: **Enhanced**

OH CLEARANCE LEVEL REQUIRED: **Yes**

AGE RESTRICTION APPLICABLE DUE TO SHIFT WORK: **18**