

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

Person Specification – EMERGENCY CALL TAKER

Specification	Criteria	Method of Assessment
Qualifications and Training	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Good standard of education (i.e 2 GCSEs at Grade 4 or above including English) or equivalent demonstrable experience. 	A/T/I
	<p><i><u>Desirable</u></i></p> <ul style="list-style-type: none"> • <i>NHS Pathways Licence</i> • <i>NVQ 2/3 Customer Services</i> 	A/I
Knowledge and Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Experience of working in a customer focused environment. • Experience of using a computerised system. • Awareness of equality and diversity in the working environment and the surrounding community. <p><i><u>Desirable</u></i></p> <ul style="list-style-type: none"> • <i>Geographical knowledge of the Operational area.</i> • <i>Experience of working in a call centre.</i> • <i>Experience of working rotating shifts.</i> • <i>Previous NHS experience.</i> • <i>Previous experience of patient care.</i> 	A/I A/I A/I A/I A/I A/I A/I A/I

Skills and Aptitudes	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Ability to communicate accurately and effectively: orally, verbally and in writing to a wide spectrum of individuals and in a variety of circumstances. • Ability to use communication and computerised systems. • Ability to prioritise/manage workload and respond to changing workload. • Ability to remain calm whilst working in a pressurised environment. • Ability to work as part of a team. • Ability to make decisions within set procedures and protocols and to follow established procedures. • Ability to contribute to quality service delivery. • Attention to detail and accurate data entry skills (e.g. keyboard skills of at least 40 words per minute). <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Map reading. 	<p>A/I A/T/I A/T/I A/I A/I A/I A/I A/I A/I A/T/I T</p>
Physical Requirements	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Ability to undertake a range of allocated shifts covering 24 hours per day, 365 days per year including bank and public holidays. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Ability to travel throughout SCAS. 	<p>A/I A/I</p>

ASSESSMENT METHOD: A = APPLICATION FORM P = PRESENTATION I = INTERVIEW T = TEST

DBS STATUS FOR POST: Enhanced

OH CLEARANCE LEVEL REQUIRED: YES – paper screen

PROFESSIONAL REGISTRATION CHECK APPLICABLE: NO

DVLC C1 AGE RESTRICTION APPLICABLE (i.e. MIN APPLICANT AGE = 18): NO