

**SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST**

**PERSON SPECIFICATION**

| <b>Specification</b>        | <b>Criteria</b>  | <b>Method of Assessment</b>   |
|-----------------------------|--|---|
| Qualifications and Training | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Good all round education (i.e. 2 GCSEs at equivalent of grade 4 or above including English), or equivalent demonstrable experience in a similar role.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• NHS Pathways Trained.</li> <li>• NVQ 2/3 Customer Services or equivalent demonstrable experience.</li> </ul>  | Application / Interview   |
| Knowledge and Experience    | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Experience in a customer/patient services environment, dealing with the members of the general public.</li> <li>• Experience of using computerised systems.</li> <li>• Experience of using a telephone as a regular means of communication in a work environment.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Experience in a call centre environment</li> <li>• Geographical knowledge of the operational area.</li> <li>• Experience of working rotating shifts.</li> <li>• Previous experience of working in the voluntary or health sector.</li> <li>• Previous experience of patient care.</li> <li>• Knowledge of first aid and/or anatomy</li> </ul> | <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> |

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| Skills and Aptitudes  | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to communicate effectively: orally, aurally and in writing.</li> <li>• Strong keyboard skills.</li> <li>• Ability to handle multiple tasks.</li> <li>• Demonstrates tact and diplomacy.</li> <li>• Resilient with the ability to remain calm whilst working under pressure.</li> <li>• Attention to detail and accurate data entry skills.</li> <li>• Ability to work to defined policy, procedures, practice and instructions.</li> <li>• Reliable – cares about attendance and punctuality.</li> <li>• Demonstrates a positive and flexible approach in line with the changing nature of the service delivery model.</li> <li>• Demonstrate commitment and recognition to the core values and beliefs of an employee of the NHS.</li> </ul> | <p>Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test<br/> Application / Interview / Test</p> |
| Physical Requirements | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to undertake a range of allocated shifts covering 24 hours per day, 365 days per year including bank holidays.</li> <li>• Able to meet the physical and medical requirements of the post.</li> </ul>  | <p>Application / Interview<br/> Medical Assessment</p>  |
| Special Requirements  | <p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• <b>DBS check required (enhanced)</b></li> </ul>   |   |

ASSESSMENT METHOD:

A = APPLICATION FORM

P = PRESENTATION

I = INTERVIEW

T = TEST

**All candidates will be subject to OH clearance and also DBS and professional registration checks where applicable and any other requirements for employment in the NHS in line with national guidance.**