

**SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST**

**Person Specification – DISPATCHER (NON-EMERGENCY PATIENT TRANSPORT)**

<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>• GCSE English / Maths and ICT or equivalent at grade 4 or above.</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• NVQ 3 in Customer Service, or equivalent.</li> </ul>	<p>A</p> <p>A</p>
Knowledge and Experience	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Previous customer service experience.</li> <li>• Geographical knowledge of SCAS commercial areas.</li> <li>• Experience of working in a busy office environment.</li> <li>• Skilled use in all latest Windows and Microsoft software e.g. operating systems and Word, Excel</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>• Logistical background.</li> <li>• Radio communication experience.</li> <li>• Map reading skills.</li> </ul>	<p>A</p> <p>I</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A/I</p>
Skills and Aptitudes	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Ability to effectively prioritise own workload.</li> <li>• Ability to escalate problems / enquiries as necessary.</li> <li>• Ability to work under own initiative and think constructively under pressure.</li> <li>• Good communication skills, confident telephone manner.</li> <li>• Team Player.</li> <li>• Problem solving.</li> <li>• Decision making.</li> <li>• Good attention to detail.</li> </ul>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

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Special Requirements	<b><u>Essential</u></b> <ul style="list-style-type: none"><li>• Willing to work flexible shifts.</li></ul>	I
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ASSESSMENT METHOD:      **A** = APPLICATION FORM      **P** = PRESENTATION      **I** = INTERVIEW      **T** = TEST

DBS STATUS FOR POST: **Standard DBS**

OH CLEARANCE LEVEL REQUIRED: **Yes**

PROFESSIONAL REGISTRATION CHECK APPLICABLE: **No**

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