

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

Person Specification – NEPTS PLANNER

Specification	Criteria	Method of Assessment
Qualifications and Training	<p><u>Essential</u></p> <ul style="list-style-type: none"> • GCSE English / Maths and ICT or equivalent at grade 4 or above 	A
	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • NVQ 3 in Customer Service, or equivalent 	A
Knowledge and Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Previous customer service experience • Experience of working in a busy office environment • Skilled use in all latest Windows and Microsoft software e.g. operating systems and Word, Excel. • Geographical knowledge of SCAS commercial areas. 	A A A I
	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • Logistical background • Map reading skills 	A I

Skills and Aptitudes	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Ability to effectively prioritise own workload • Ability to escalate problems/enquiries as necessary • Ability to work under own initiative and think constructively under pressure • Good communication skills, confident telephone manner • Attention to detail • Team Player • Problem solving 	<p style="text-align: center;"> A/I </p>
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ASSESSMENT METHOD: **A** = APPLICATION FORM **P** = PRESENTATION **I** = INTERVIEW **T** = TEST

DBS STATUS FOR POST: **Not required**

OH CLEARANCE LEVEL REQUIRED: **Yes**

PROFESSIONAL REGISTRATION CHECK APPLICABLE: **No**

DVLC C1 AGE RESTRICTION APPLICABLE (i.e. MIN APPLICANT AGE = 18): **N/A**