

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

Person Specification – Call Handler, PTS Contact Centres

Specification	Criteria	Method of Assessment
Qualifications and Training	<p><u>Essential</u></p> <ul style="list-style-type: none"> GCSE in English, Maths and ICT at grade 4 or above, or equivalent. <p><u>Desirable</u></p> <ul style="list-style-type: none"> NVQ in Customer Services to level 2 or equivalent. 	<p>A</p> <p>A</p>
Knowledge & Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> Previous customer service experience, including telephone based experience. Skilled use in all latest Windows and Microsoft software e.g. operating systems and Word, Excel. Experience of working in a busy office environment. <p><u>Desirable</u></p> <ul style="list-style-type: none"> Call centre experience. Complaint handling experience. Geographical knowledge of the area. Good data entry skills. 	<p>A</p> <p>A/I</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A</p> <p>A/I</p>
Skills & Aptitudes	<p><u>Essential</u></p> <ul style="list-style-type: none"> Ability to communicate effectively in writing and on the phone. Ability to effectively prioritise own workload Ability to escalate problems / enquiries as necessary. Excellent attention to detail. 	<p>A/I/T</p> <p>I</p> <p>I</p> <p>I/T</p>

Special Requirements	<u>Essential</u> <ul style="list-style-type: none">• Ability to work flexible shifts.	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**