

PERSON SPECIFICATION

JOB TITLE:	Patient Experience Co-ordinator
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Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria throughout the selection process. NB – Any criteria in the “Essential” box must apply to all candidates. You must stipulate at which stage of the selection criteria will be assessed, i.e. Application Form (AF) or Selection Process (SP)

	Essential Criteria		Desirable Criteria	
	Criteria	AF / SP	Criteria	AF / SP
Qualifications	No formal qualifications are required as such but good verbal and written communication is essential	AF	It would be desirable to have standard grade level education	AF

<p>Experience</p>	<p>A minimum of 1-years' experience in a role dealing with the public is essential</p>	<p>AF</p>	<p>It would be desirable to have at least 6-months experience working within either the Scottish Ambulance Service or NHS</p> <p>Significant experience dealing directly with members of the public in challenging, sensitive or emotionally charged situations via telephone and email. Demonstrated ability to manage conflict or dissatisfaction professionally, showing empathy while maintaining clear boundaries.</p>	<p>AF/SP</p>
<p>Skills and Knowledge</p>	<p>It is essential that the applicant is knowledgeable of Microsoft Office modules, specifically:</p> <ul style="list-style-type: none"> - Microsoft Word - Microsoft Outlook - Microsoft Teams - Microsoft Excel - General familiarity and comfortable with using other IT programs and software <p>It is essential to be able to prioritise a busy workload</p> <p>Clear, confident and compassionate communication skills, both verbal and written with the ability to explain decisions, manage expectations and build rapport with diverse stakeholders.</p>	<p>AF</p> <p>AF/SP</p> <p>AF/SP</p>	<p>It would be desirable to have a knowledge of the workings of the Scottish Ambulance Service</p> <p>Familiarity with SAS systems including InPhase, Data Warehouse and C3.</p>	<p>AF/SP</p> <p>AF</p>

<p>Personal Attributes</p>	<p>It is essential to demonstrate the NHS Values</p> <p>It is essential that you are able to work calmly under pressure, particularly when in challenging situations, you are comfortable working as part of a team and are diligent and hard working in your approach to the work place and your role.</p> <p>Warm, personable and comfortable building relationships with service users, staff and external stakeholders.</p> <p>Demonstrates patience, active listening and emotional intelligence.</p>	<p>AF/SP</p>		
<p>Working environment</p>	<p>This role involves a balance of office-based duties at NHQ and customer-facing work via phone and email. Candidates must be happy working collaboratively with colleagues in person.</p> <p>Must be able and willing to travel to NHQ (Edinburgh) regularly for mail management and team duties. This is an essential part of the role</p>	<p>AF</p>		

