

NHS Lothian
POST: LUCS HUB DUTY SUPERVISOR
PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	
Personal Traits	<ul style="list-style-type: none"> Excellent team player Excellent communication skills Ability to use own initiative at work Patient centred/ customer focus Understands and demonstrates the NHS Lothian's values of quality, teamwork, care & compassion, dignity & respect 		A/I
Qualifications and Training	<ul style="list-style-type: none"> Educated to a minimum of standard grade level Relevant experience working in a busy office environment 		A
Experience and Knowledge	<ul style="list-style-type: none"> Excellent IT skills Good understanding of medical terminology 	<ul style="list-style-type: none"> Understanding of NHS systems including Payroll, Procurement, HR Staff Bank, eRoster In depth knowledge of patient transport systems Previous NHS experience 	A/I
Skills and/or Abilities	<ul style="list-style-type: none"> Excellent communication and customer service skills Advanced IT skills including telephony, IT systems and databases Ability to use judgement and work on own initiative Ability to work in a dynamic changing service Ability to work under pressure 	<ul style="list-style-type: none"> Able to use own initiative, plan own workload and work without direct supervision Enthusiasm 	A/I
Specific Job Requirements	<ul style="list-style-type: none"> Flexibility in working hours. 24/7 365 days per year with various shifts, days, nights, weekends Be able to act independently, making own decisions and judgements while guided by policies and procedures Be able to initiate business continuity and major incident plans for Flow Centre if on duty. Remain calm, confident and decisive during periods of high stress resulting from high volume demand while ensuring targets are met. 	<ul style="list-style-type: none"> Flexible towards the needs of the department. 	I

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References