

Post: Flow Centre Call Handler

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	How Assessed
Personal Traits	<ul style="list-style-type: none">• Understands and demonstrates the NHS Lothian's values of equality, teamwork, care and compassion, dignity and respect• Excellent team player• Patient centred / customer focus		A / I
Qualifications and Training	<ul style="list-style-type: none">• Educated to a minimum of standard grade level	<ul style="list-style-type: none">• TRAK patient management• Knowledge of IT systems	A
Experience and Knowledge	<ul style="list-style-type: none">• Excellent IT skills• Previous experience of working in a busy call centre environment or healthcare setting / office• Working as part of a busy team	<ul style="list-style-type: none">• Understanding of medical terminology• 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 database• Ability to use judgement and work on own initiative• Ability to work in a dynamic changing service• Ability to work under pressure		A / I

Specific job requirements	Flexibility – able to work varying hours – evenings, weekends, nights and public holidays including Christmas and New Year, often at short notice	The Flow Centre is a 24/7 service, 365 days per year. Must be willing to work shifts (days, nights, evenings, weekends, public holidays, Christmas Day, New Year)	I
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Key – How assessed	
A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise
P = Presentation	R = References