# Person Specification

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| JOB TITLE/BAND: | Call Handler, Band 2 |
| LOCATION: | Community Care and Treatment Service – North Locality |
| HOURS: | 37 hours |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF EVALUATION** |
| **EXPERIENCE:** | * Experience of dealing with the public
* Recent work within a reception/office environment
 | * Previous experience in a healthcare setting
* Previous experience with Single Point Of contact
 | * Application form
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| **QUALIFICATIONS:**(Training; Research; Publications) | * Minimum of 2 Nat 5’s at C or above or equivalent
* Typing/secretarial qualification or relevant experience
 | * SVQ/HNC in relevant subject
* Nat 5 at C or above in English or equivalent
* RSA typing/word processing qualification/ECDL or other creditable IT qualifications
 | * Application form
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| **KNOWLEDGE & SKILLS:** | * Excellent keyboard skills
* Competent in typing
* Good communication skills
* Proficient IT skills and sound knowledge of Microsoft Office
* Good interpersonal skills particularly dealing with people via telephone
* Ability to prioritise conflicting demands
* Time management skills
* Awareness of skills required for customer care
* Awareness of confidentiality policy
 | * Experience of working with an electronic appointment system
* Understanding of the Data Protection Act
* Audio/digital typing skills
* Customer Care training
* Knowledge of medical terminology
 | * Application form
* Interview
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| **PERSONAL QUALITIES:** | * Willingness to work flexibly as part of a team
* Flexible and adaptable to changing demands/workloads
* Pleasant and helpful manner
 | * Friendly, approachable and caring manner
 | * Application form
* Interview
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| **OTHER:**(e.g. travel across Tayside) | * Must be able to comply with NHS Tayside's Uniform, Work wear and Professional Appearance Policy
* Ability to travel to work across P&K locality
 |  | * Application form
* Interview
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