# 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 |
| **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 |
| **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 |
| **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 |
| **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 |