

EMPLOYMENT CRITERIA / PERSON SPECIFICATION

The purpose of this specification is to identify the attributes required by applicants to perform the duties in the job description. The specification will be used to shortlist applicants and to compare how well candidates match the agreed specification. It will also be used by potential candidates to understand expectations and identify how their skills, behaviours and experience will be assessed.

Post Title	Switchboard Operator	Directorate/Department	Switchboard / Informatics / Trust HQ
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People with disabilities may apply for this post. Please specify in the box below if there are any physical or mental impairments/disabilities which may prevent performance of this post to an acceptable level. (Hiring managers may be asked what arrangements – if any, can be made to overcome disability i.e. provision of equipment or changes to the physical working environment / job tasks.)

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Assessment Method Key

(Note for candidates: This is not an exhaustive list and if you have any questions about the assessment methods listed, please contact the team member named on the job advert.)

Interview	These criteria will be assessed during an interview, should you be shortlisted.
Application	These criteria will be assessed at shortlisting; therefore, anything not advised in your application can not be scored.
Presentation	During an interview you may be asked to produce a presentation, this is when these criteria will be assessed.

Physical requirements of the post

Requirements	Assessment Method	Essential	Desirable
Health and physical abilities sufficient for the post (if necessary with reasonable adjustments with respect to the Equality Act/Disability Discrimination Act).	Interview and references	X	

Qualifications / training required

Requirements	Assessment Method	Essential	Desirable
Literacy and numeracy skills that are GCSE standard or equivalent.	Application, previous employment experience and certificates		
Proven work experience in the use of computerised technology		x	

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Qualifications in using Microsoft windows applications/excel/email.	Application, previous employment experience and certificates		x
Understanding and knowledge of confidentiality issues/data protection.			
Customer care or similar discipline.			
Previous or relevant experience necessary			
Requirements	Assessment Method	Essential	Desirable
Consistent and relevant employment history of dealing with the general public in a customer focused environment.	Application form, interview	x	
Experience of working in a predominately telephone based environment e.g. Switchboard/Contact Centre.	Application form, interview		x
NVQ in Customer Care or equivalent experience.			
Previous work within emergency response/situations.			
Knowledge of Hospital/NHS terminology.			
Experience with working with computer desktop applications.			
Aptitudes and skills required			
Requirements	Assessment Method	Essential	Desirable
Self motivated.	Application form, interview	x	
Proven skills in being flexible adaptable and reliable.			
Ability to think logically, calmly and rationally when responding to emergency calls and other situations.			

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<p>Ability to prioritise and work under pressure with conflicting demands of various services being managed at one time.</p> <p>Well developed communication skills as accuracy is essential in both written and oral, with an excellent command of the English language.</p> <p>Developed listening skills with the ability to interpret requests</p> <p>Demonstrate attention to detail and accuracy when completing tasks.</p> <p>Able to interpret information with precision, recognise and follow procedures effectively.</p>			
Able to exercise initiative to resolve problems when appropriate.	Application form, interview		x
Special requirements of the post			
Requirements	Assessment Method	Essential	Desirable
<p>Ability to communicate effectively with a wide range of people and situations.</p> <p>Flexibility with working hours including Bank Holidays/shift patterns.</p> <p>Ability to travel to and from work to meet shift requirements.</p> <p>Able to retain and recall information.</p> <p>Ability to complete a competency assessment criterion providing evidence of learning in a portfolio</p>	Application form, interview	x	

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Willingness to learn new tasks to develop the role. Continuous refresher training to meet demands of ever changing processes and updates from the wider UHS areas. Able to work additional hours occasionally to meet demands of the service.	Application form, interview		x
Values and behaviours			
Requirements	Assessment Method	Essential	Desirable
Able to demonstrate behaviours that meet the Trust Values <ul style="list-style-type: none"> • Patients First • Always Improving • Working Together 	Application and Interview	X	