

Person Specification

Job Title	Appointments/Call Centre Officer		
AfC Band	Band 3	Job Code	409-6111071

Method of Assessment: 'A' Application Form 'C' Certificate 'I' Interview 'R' Reference 'T' Test/Presentation

Person Specification		Essential	Desirable	Assessment
Qualifications				
1	Educated to GCSE level and/or equivalent qualification and/or equivalent experience	X		A/C
2	NVQ Level 2 in Business Administration and working towards Level 3 and/or equivalent knowledge through formal training and/or experience	X		A/C
Knowledge & Experience				
1	Call Centre experience	X		A/I
2	Excellent IT skills with knowledge and experience of Microsoft office products	X		A/I
3	Previous clerical experience	X		A
4	Previous NHS experience		X	A
5	Knowledge of medical terminology		X	A
6	Experience of mentoring and training staff		X	A/I
Skills				
1	Word Processing Skills	X		A
2	Self-motivated and able to work with limited supervision	X		A/I
3	Ability to use own initiative and respond to new challenges	X		A/I
4	Ability to manage/prioritise own workload	X		A/I
5	Excellent communication skills	X		A
6	Ability to accurately maintain computerise and manual systems	X		A
7	Ability to manage difficult/sensitive situations	X		I
8	Ability to work as part of a team	X		A/I
9	Ability to mentor and train staff		X	A/I
10	Excellent time management skills		X	A/I
11	Excellent interpersonal skills		X	A/I