

SOUTH CENTRAL AMBULANCE SERVICE NHS FOUNDATION TRUST

Person Specification –

Specification	Criteria	Method of Assessment
Qualifications and Training	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Good standard of education including Maths and English GCSE (or equivalent) at grade C or above or a vocational qualification to minimum level 3 • IT qualifications e.g. ECDL or equivalent experience. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • <i>Full UK Driving Licence (no more than 3 penalty points).</i> 	<p>A</p> <p>A</p> <p>A</p>
Knowledge and Experience	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Client or Customer service experience – in the environments of Patient Transport (provider or service user) or Transport and Logistics in general. • Experience of working under pressure • Experience of dealing and handling complaints, investigating incidents and reporting outcomes. • Experience of setting up, leading, and conducting user group meetings or working parties and the production of notes and minutes as required. • Experience of using a variety of IT software including Microsoft Office, Access, Excel, PowerPoint, and windows XP. • Excellent organisational skills, able to prioritise own workload and meet team/organisational deadlines. • Knowledge of a wide variety of administrative procedures. <p><u>Desirables</u></p> <p><i>Knowledge of NHS Patient Transport Operations</i></p>	<p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p>

Skills and Aptitudes	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Able to participate in programmes of change, both departmentally and on a broader organisational setting, generating ideas and innovative ways of working. • Able to present information a clear and concise format taking into consideration the media used and special requirements of the recipients. <p>Able to communicate clearly and concisely both verbally and in writing.</p>	<p>A + I</p> <p>A + I</p> <p>A + I</p>
Physical Requirements	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Demonstrates a commitment to professional and personal quality standards. • Demonstrates a personal commitment to development. • Adaptable and flexible, meeting the requirements of the role. • Excellent personal and time management skills. • Displays good interpersonal working relationships across a broad spectrum. • Displays innovative ways of working. 	<p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p> <p>A + I</p>
Special Requirements	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Demonstrates a commitment to the Trusts equal opportunity and diversity policies. • Able to travel within the South Central Area. 	<p>I</p> <p>I</p>

ASSESSMENT METHOD: A = APPLICATION FORM P = PRESENTATION I = INTERVIEW T = TEST

All candidates will be subject to OH clearance and also DBS and professional registration checks where applicable and any other requirements for employment in the NHS in line with national guidance.