



PERSON SPECIFICATION

EMERGENCY MEDICAL ADVISOR

	Criteria	Essential/ Desirable
Skills and Abilities	<ul style="list-style-type: none"> • Excellent keyboard and computer skills – minimum speed of 30 words per minute – applicants will be tested • Professional telephone manner – demonstrated in application, interview and reference • Excellent listening skills – applicants will be tested • Basic literacy skills – applicants will be tested 	E E E E
Qualifications/ Attainments	<ul style="list-style-type: none"> • Educated to GCSE standard or above, or equivalent vocational qualification (Certificates will need to be presented at Interview) • Basic Life Support certificate (* full training provided) • NVQ Level 3 Call Handling 	E E* D
Knowledge/ Experience	<ul style="list-style-type: none"> • Experience of working in a call centre or customer focused environment –demonstrated in application • Experience of using computers – demonstrated in application & tested 	D E
Personal	<ul style="list-style-type: none"> • Ability to work effectively in a pressurised environment – demonstrated in application, interview and reference • Ability to follow protocols – demonstrated in application, interview and reference • Excellent communication skills – demonstrated in application, interview and reference • Maintain confidentiality – demonstrated in application, interview and reference 	E E E E
General	<ul style="list-style-type: none"> • Flexible approach to work due to the unsocial hours that the post requires – demonstrated at interview • Ability to undertake responsibility for own personal development 	E E

* These attainments will be achieved through in house training and will be essential requirements of the role.