



## **Application Guidance for Emergency Call Handler post**

**Please read this guidance and ensure that you meet the essential criteria outlined in the person specification. Please also review further information about the job available on our website <https://www.londonambulance.nhs.uk/working-for-us/hear-from-our-staff/>**

Please follow the below link for more details and video on the role:  
<https://youtu.be/BBeJWLhifxk>

### **APPLICATION FORM**

Please ensure that you complete ALL sections of the form. You are advised to save your application as you go along.

#### **Personal Information:**

Please note that we will contact you via the email address and telephone numbers that you have provided on your application form. Only provide your work number if you are happy for us to contact you this way.

#### **Monitoring Information:**

At the London Ambulance Service NHS Trust we are passionate about diversity and inclusion and strive to ensure that our workforce is representative of the communities that we provide care to. We would appreciate it if you could complete the monitoring questions in order to help us monitor our recruitment processes and practices. This will assist us to continually evaluate fairness in our recruitment process. Please note that this information is not accessible by the shortlisters or interviewers for this role.

#### **Disability Information:**

The London Ambulance Service NHS Trust is a Disability Confident Committed Employer and as such we will offer an interview to disabled candidates who have met the essential criteria for the role and have successfully passed the relevant assessments. We will also strive to offer and meet any reasonable adjustments/ support to disabled candidates throughout the recruitment process.

#### **Criminal Convictions:**

The position for which you have applied is exempt from the Rehabilitation of Offenders Act 1974. This means you must declare all cautions of less than 6 years ago (provided you were over 18 at the time of the caution) and all convictions of less than 11 years (provided you were over 18 at the time of the conviction).

Please note that you need to declare all convictions if there are more than one conviction and some serious offences will never be considered as spent i.e. removed from the disclosure certificate.

It is your responsibility to declare any previously received police caution, conviction reprimand or final warning that fits the above description.

For further information please visit <https://www.gov.uk/government/disclosure-and-barring-service> or contact the Recruitment Team

### **Employment History:**

Please disclose your **Full** employment history including any periods of unemployment, gaps due to travelling etc. Please give some indication of how you have spent your time e.g. voluntary work, travelling, actively seeking employment etc. You are also required to provide details of reasons why you left previous employers.

Please provide the full address of current and previous employers as we will need to obtain references if your application is successful (we will only approach your referees with your consent).

As an NHS organisation, we will request references covering a 3 year period, please ensure you have provided these details as they will be confirmed with you at Interview.

### **Supporting Statement/ Application Questions:**

Pre-application questions:

You will be asked to confirm;

- that you are able to type at a minimum speed of 30 words per minute
- that you are able to work 24 hour rotating shifts (i.e. early 7am to 7pm and/ or 7pm to 7am as per the shift rota allocated)
- that you have experience within a customer orientated environment
- that you have experience of using a telephone as a regular means of communication at work/or through voluntary work

## Application Questions:

This is your opportunity to showcase your suitability for the Emergency Call Handler role and you should provide details of your experience, skills and knowledge relevant to the key requirements outlined in the person specification for this role. In providing your examples you should mention experience, skills, achievements and knowledge gained not only in past employment, but also through other activities such as voluntary work. You should wherever possible give specific situations which you came across and how you have dealt with the situation and the people involved.

You will be allowed up to 400 words to provide evidence of **each** of the following:

***- Your ability to deal with distressing/confidential and sensitive information***

Please give an example of where you have dealt with distressing and sensitive information. Outline what you considered when dealing with such information.

***- Effective verbal and written communication skills***

Please provide an example which best demonstrates your effective verbal and written communication skills. Describe the situation which best reflects this, what was the situation and how did your communication skills achieve a positive outcome?

***- Evidence your excellent interpersonal skills including the ability to communicate clearly and effectively***

Please provide an example which best evidences your interpersonal skills. Outline the situation you were presented with how you chose to deal with the situation. What was the outcome?

***-Your ability to work effectively as part of a team***

Please give an example that best demonstrates when you worked well as part of a team. What was your role? Did the team work well? What did you do that helped the team do well?

***-Excellent listening skills***

Please provide an example that demonstrates when you have been required to use effective listening skills. What was the impact of using this skill, what outcome was achieved?

***- That you have used your skills to question and obtain relevant information***

Please give relevant example(s) of when you have done this (this might be your current role for example). What was the outcome?

***- Your ability to work to defined procedures and instructions***

Please provide an example(s) of which demonstrates that you have done this. What was the importance of doing so? What feedback did you receive?

***-Your ability to work to deadlines without compromising on standard of performance***

Please provide an example(s) which best highlights that you have done this. Outline what the deadline/ timescales involved were. What actions did you take to ensure they were met?

***-An assertive but empathetic manner***

Please provide an example when you have demonstrated your ability to be assertive but also maintained an empathetic manner. How did you deal with the situation and what did you take into consideration during the situation?

**- *Your ability to work and remain calm under extreme pressure***

Please provide an example which best evidences your ability to work under pressure. Outline the situation you were presented with how you chose to deal with the situation. How did it make you feel? What was the outcome?

**- *Your ability to interact with people from varying cultural backgrounds and social environments.***

Please outline your experience in dealing with a diverse range of people (face to face and over the telephone). Outline the diverse range of people you interact/ed with and your role in dealing with/ interacting with them. Were there any challenges and if yes what were they and how did you overcome them?

**-*Ability to cope in stressful situations***

Please provide an example which demonstrates your ability to cope in stressful situations. What did you do, what was the outcome, what were your coping mechanisms?

**-*To prioritise workload and work to tight timescales***

Please provide an example of your ability to prioritise your workload and to work to tight timescales. How did you prioritise, what did you consider, how did you work to tight timescales and what did you do to ensure that deadlines were met?

**-*Ability to handle multitasks effectively***

Please provide an example which demonstrates your ability to handle multitasks effectively. How did you ensure that standards were maintained and deadlines met?

**-*Ability to record accurate and comprehensive handwritten information in a timely manner***

Please provide an example of when you have demonstrated this. How did you ensure that the information recorded was accurate and comprehensive, what did you do?

**-*Caring attitude and sensitivity to others***

Please outline a situation where you demonstrated a caring attitude and sensitivity to others, what did you consider, what did you do, what was the outcome?

**-*Demonstrate commitment to the provision of an effective and efficient service to callers***

Please outline how you would demonstrate your commitment to providing an effective and efficient service to our callers.