

NORTH WEST AMBULANCE SERVICE NHS TRUST  
EMERGENCY OPERATIONS CENTRE

PERSON SPECIFICATION – EOC DUTY MANAGER

ATTRIBUTES	Essential	Desirable
<u>SKILLS &amp; ABILITIES</u> <ul style="list-style-type: none"> <li>• Excellent keyboard and computer skills</li> <li>• Professional attitude to work and the need for change to improve service delivery – <i>interview</i></li> <li>• Ability to lead, support and manage people by being assertive, persuasive and influential – <i>assessment</i></li> <li>• Be able to communicate effectively, both verbally and in writing, with all levels internally and externally to the service – <i>assessment / interview</i></li> <li>• Counselling skills – <i>application</i></li> </ul>	✓ ✓ ✓ ✓	✓
<u>QUALIFICATIONS/ATTAINMENTS</u> <ul style="list-style-type: none"> <li>• Working towards NVQ Level 4 or other recognised managerial qualification</li> <li>• Major Incident training</li> <li>• NWSAS Managerial courses</li> <li>• Minimum two years management experience within an emergency operational centre</li> </ul>	✓	✓ ✓ ✓
<u>KNOWLEDGE/EXPERIENCE</u> <ul style="list-style-type: none"> <li>• Working knowledge of computer aided dispatch systems - <i>assessment</i></li> <li>• A working knowledge of EOC Operational Procedures – <i>assessment/ interview</i></li> <li>• Knowledge of Microsoft office – <i>application</i></li> </ul>	✓ ✓	✓
<u>PERSONAL</u> <ul style="list-style-type: none"> <li>• Ability to work effectively in a pressurised environment – <i>ref / interview</i></li> <li>• Ability to follow protocols - <i>reference</i></li> <li>• Ability to understand people and make appropriate judgements with regard to people issues – <i>interview</i></li> <li>• Be able to work on own initiative for protracted periods and manage own time – <i>reference / interview</i></li> <li>• Maintain confidentiality - <i>reference</i></li> <li>• Be smart and presentable – <i>reference</i></li> <li>• Ability to concentrate for long periods of time - <i>interview</i></li> </ul>	✓ ✓ ✓ ✓ ✓ ✓ ✓	

<p><u>GENERAL</u></p> <ul style="list-style-type: none"> <li>• Flexible approach to work due to the unsocial hours that the post requires</li> <li>• Physically fit and good attendance at work - <i>reference</i></li> <li>• Be able to work at various locations throughout NWAS NHS Trust and attend meetings / courses on behalf of NWAS as required</li> </ul>	<p>✓ ✓ ✓</p>	
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