



Trust Headquarters  
Nexus House  
4 Gatwick Road  
Crawley  
West Sussex  
RH10 9BG

Date:

Email:

Dear

**Tel: 0300 123 0999**  
**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230936.

You requested the following information, please see our response below and please see attached job description:

**Please could you provide the job titles, pay bands and a copy of the job description person specification for the following call handling roles currently in operation in your trust:**

**1. 999 Call Handler who first answer 999 calls and are the first point of contact with yourselves following connection of a 999 call (Often but not exclusively called Emergency Call Handler, Emergency Medical Adviser, 999 call taker etc).**

**2. NHS111 Call Handlers who first answer NHS111 calls and are the first point of contact with yourselves following connection of a NHS111 call (Often but not exclusively called Health Advisors, Service Advisors, NHS111 call taker etc). If your trust does not operate an NHS111 service, please ignore this part of my request.**

Please see attached job description which shows the pay band for 111 Health Advisor and 999 Emergency Medical Advisor.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

[FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

Yours sincerely

**Freedom of Information Coordinator**  
**South East Coast Ambulance Service NHS Foundation Trust**



