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### Job Description

**JOB TITLE:** Senior Telephonist

**BAND:** Band 4

**BASE:** Blackpool Victoria Hospital

**RESPONSIBLE TO:** Telecoms Manager

**ACCOUNTABLE TO:** Head of ICT

**DBS:** This post does not require a DBS check

**INFECTION PREVENTION AND CONTROL:**

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

**JOB SUMMARY:**

The role will include the running of the day to day operations of the switchboard team. The following is not intended as a full list, but to indicate main areas of responsibility; managing the team to a high standard due to the nature of what they cover and attribute to, such as ensuring the effective co-ordination of crash teams to medical emergencies, security teams to incidents, fire department to possible fire outbreaks and major incident teams in the case of a major issue.



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## **DUTIES AND RESPONSIBILITIES**

The role is to respond to switchboard enquiries and queries from suppliers, staff/customers and patients to provide assistance and advice as and where required.

Responsible for the day to day supervision/leadership of the Telephonists.

Complete understanding of the various systems the Switchboard utilises, including the paging system, ICT call logging system, ITIL v3, voice recording system, ip phone telephony database system, mobile telephony platform and the billing platform.

You will have to produce the following from all of the systems:-

- Produce statistical key performance indicators for the team on an ad hoc/weekly/monthly/yearly basis to feedback to the team, in relation to telephonist performance and response times.
- Produce various reports requested by management showing analytical/graphical data/trends.
- Produce ad hoc reporting on the various systems we own, such as bleep reports, desk phone reports at the request of managers throughout the organisation who require said information, adhering to Information Governance guidelines. To be able to analyse the data within these systems, creating new reports based upon the various avenues which requests are sent to the service.
- Produce ad hoc/scheduled mobile telephony reports, requested by department/organisations, via supplier database.
- To produce answers to Freedom of Information requests that are applicable to the service.
- Be able to manipulate data particularly from our telephony database in order to produce reports/information.
- Ensure our telephony database is constantly updated and available for use by the switchboard staff.
- Be able to interrogate data to provide invoicing for relevant customers

Be responsible for purchasing Trust equipment such as pagers, mobile equipment, such as tablets, mobile phones, dongles, sim cards and general stationery

To ensure the 365 day 24-7 rota is produced in good time for telephonists agreement, ensuring we meet minimum staffing level requirements.



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You must have good keyboard skills.

You must be empathetic towards customers/patients due to the nature of enquires you will have to deal with.

You must compile Switchboard procedures/guidelines/policies and ensure they are implemented/kept up to date, to a high standard. Procedural documents are pivotal to ensure the quality of the switchboard service at all times, particularly the emergency documentations, in line with information governance.

Ensure continual service improvement for the switchboard function.

To ensure continuity of the service in the event of loss of technology/denial of premises/staff shortages/utility failure/key suppliers/partners failure.

To make regular audits of recordings within the department completing feedback for telephonists based upon the content of their calls, offering training and assistance where require to ensure a high quality calls to and from the service.

To ensure the commitment to ICT clinics from a switchboard perspective, gathering customer surveys/feedback and attributing said data into the continual service improvement of the service.

To process stock orders on our purchasing software, to ensure stock levels for items we provide to the Trust are stocked and replenished regularly e.g. bleeps, batteries for bleeps, stationery for the department etc

To process ICT equipment orders, gathering the information from the ICT Service Desk database, completing request fulfilment processes, via supplier websites.

To continually keep the supplier mobile telephony database up to date, allowing us the correct recharging of costs, to the right department/organisation for which we administrate the system for.

To participate in the vacancy process, shortlisting of possible candidates, being part of the interview process, training and guidance for new starters within the function, signing off their competences check lists once they meet the desired requirements for each entity, be the first point of escalation for the switchboard team, ensuring high quality leadership of the function on a daily basis.



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To conduct appraisal interviews and development personal development plans for the switchboard staff.

To establish, maintain and review training/competency programme for telephonists.

Review the effectiveness of staff training. Implement any measure necessary to improve methods of training.

Deal with the overall staffing within the department including any staff issues that may arise

Initiate risk assessments and monitor the outcome of any issues resulting from these assessments.

Promptly report and investigate all accidents and untoward incidents.

Assist in the completion of weekly staff payroll, ensuring deadlines are adhered to.

Assist in completing return to work interviews, following sickness absence, in accordance with the Trusts sickness and absence policy.

Ensure accurate personnel records are maintained and accessible for telephonists.

To attend other departments meetings where they would like the switchboard to play a pivotal part within their service/system. Ensuring the capture of information of what is being requested by the other department as an inclusion into their service. E.g. another service wants to have switchboard be part of a rollout of an emergency protocol. Therefore being able to document the information by procedural/guideline/policy to be implemented for the switchboard staff to follow in the event of a trigger of the other departments emergency protocol.

To facilitate department meetings to ensure quality communication, engaging the switchboard staff and ensuring feedback is digesting accordingly, making alterations/improvements where necessary.



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#### **Additional information**

##### **Physical Effort**

The role will require frequent sitting and use of a computer more or less continually.

##### **Mental Effort**

The role will require frequent prolonged concentration.

##### **Working Conditions**

The role will have to deal frequent distressing/emotional circumstances.

##### **Emotional Effort**

The role will require the use of VDU equipment, more or less continually.

#### **GENERAL REQUIREMENTS**

##### **1. Quality**

Each member of staff is required to ensure that:

- a) The patient and customer is always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

##### **2. Confidentiality**

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

##### **3. Data Protection/Freedom of Information Acts**



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Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

#### **4. Health and Safety**

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

#### **5. Equality & Diversity**

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

#### **6. Working Time Directive**

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

#### **7. Harassment & Bullying**

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

#### **8. External Interests**

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.



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## 9. **Mandatory Training**

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

## 10. **Flexibility**

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

## 11. **Smoke-free Policy**

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

## 12. **Safeguarding** (do **NOT** change this section)

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.