

People Centred

Positive

Compassion

Excellence

**Person Specification**

POST: **Switchboard Supervisor**

DEPARTMENT: **Telecommunications**

Job Requirements	Essential	Desirable
<ul style="list-style-type: none"> <li><b>EDUCATION AND QUALIFICATIONS</b></li> </ul>	<p>High standard of general education in Math's and English (GCSE or equivalent).</p> <p>NVQ 3 Customer Service or equivalent or willingness to undertake within agreed timescale.</p> <p>NVQ 3 Business Management or equivalent or willingness to undertake within agreed timescale.</p>	<p>Management leadership qualification</p>
<ul style="list-style-type: none"> <li><b>EXPERIENCE AND KNOWLEDGE</b></li> </ul>	<p>Proven customer service experience, gained through working within a fast paced environment.</p> <p>Proven networking skills to ensure fluid continuity between other departments.</p> <p>Experience in dealing with the public and dealing with aggressive and difficult situations.</p> <p>Substantial experience of supervisory/team leader role previously</p> <p>Substantial experience of working on a Switchboard Telephone system and target driven environment.</p> <p>Proven experience of producing policies/procedures/guidelines to a high standard.</p> <p>Experience in dealing with complaints.</p>	



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Experience in dealing with frustrated/aggressive customers.

Extensive experience of working in a NHS or similar environment.

Experience in creating and understanding of Doctors rotas and on call rotas.

Proven experience in the use of and understanding of our telephony console and its database, pager system, mobile phone platform and our radio system.

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• **SKILLS AND ABILITY**

Excellent communication and listening skills.

Excellent client care and customer service skills both on the telephone and face to face.

Be able to communicate with all personnel.

Ability to quickly assess resolve and forward enquires.

A need to be persuasive use tact and diplomacy.

Ability to accurately record data.

Ability to work on own initiative without Supervision.

Ability to manage own workload and conflicting demands.

Ability to work to laid down procedures.

Ability to use ICT effectively.

A need to promote a positive working culture by demonstrating positive behaviors

Ability to work on a diverse range of duties and task in a busy and challenging area.

Ability to lead, motivate and encourage the team.

Knowledge in the use of a CISCO IP Telephony Switchboard.

Able to understand NHS Terminology.