

JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND	Switchboard Operator
HOURS AND DURATION	2 TBC
AGENDA FOR CHANGE REFERENCE NUMBER	TBC
DBS LEVEL	Standard
REPORTS TO	Facilities Supervisor
ACCOUNTABLE TO	Facilities Co-ordinator
LOCATION	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.
JOB SUMMARY	
<p>The post-holder will be a member of the Trust's Estates and Facilities Directorate working within soft FM services and will provide a comprehensive, high quality switchboard service to patients, staff and members of the public on behalf of the Trust.</p> <p>To operate a telephone switchboard and associated communication systems as required. To observe and respond to monitors/alarms within an agreed scope of responsibility and carry out stringent documented procedures in the event of an emergency situation. At all times providing a polite and courteous telephone manner when receiving and re-directing calls.</p> <p>The postholder will be efficient in processing of telephone calls received via the switchboard consoles and other extensions within the switchboard area.</p> <p>The postholder will provide a welcoming service for routine enquires and assistance to staff users and the general public, ensuring appropriate assistance is provided</p> <p>The postholder must proficiently work the computer-based switchboard. The postholder must be able to make decisions and deal with emergency calls calmly and efficiently in a high-level, fast-moving environment, e.g. dealing with cardiac arrest calls, trauma calls, fire calls, major incidents, bomb threats, medigas gas alarms and lift entrapments.</p> <p>Uniform, as provided, must be worn at all times in the hospital environment and must not be worn to and from work. A high standard of personal hygiene must be obtained.</p>	

MAIN DUTIES AND RESPONSIBILITIES:

1. To demonstrate the Trust's values in everything you do in the work environment and live up to LPT's Leadership Behaviours
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
3. Delivery of Effective Healthcare within the organisation
 - 3.1. The post carries considerable responsibility with information being sensitive and extremely confidential where efficiency, accuracy and a caring attitude are always required.
4. Establishing Effective Leadership and Communication
 - 4.1. Operate the telephone console (computer and screen based switchboard) to ensure an excellent telecom service is maintained at all times.
 - 4.2. To work a busy switchboard receiving and directing all calls that are presented in an efficient and effective manner. Operators are required to give appropriate assistance and advice being always courteous and helpful whilst maintaining total confidentiality
 - 4.3. Good communication skills to enable communication with colleagues, patients and clients regarding on job duties.
 - 4.4. Answer calls from the general public, efficiently and politely connecting to the appropriate extension.
 - 4.5. Deal efficiently and politely with visitors to the department.
 - 4.6. Book taxis for departments, with appropriate authorisation and maintain accurate records.
 - 4.7. Log and report all telephone, switchboard and emergency panel faults to the relevant personnel.
 - 4.8. Use initiative to direct enquiries to the correct destination.
 - 4.9. Operators must be responsible and have alert and calm communication skills that can defuse hostile situations when handling difficult calls from irate and aggressive callers. They must provide sympathetic support to the elderly, hard of hearing callers, whose first language is not English, distressed, or bereaved callers and those with serious mental health problems especially suicidal patients
 - 4.10. Required to work alone during certain shifts patterns, including night shifts, unsocial hours or in the event of staff shortages; high level of competency is required along with a working knowledge of all department procedures
 - 4.11. If appropriate, be responsible for the supervision of other support staff, and contribute, where necessary, to the induction of new or less experienced staff
5. Continuing Education, Professional and Personal Development
 - 5.1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
 - 5.2. Participate in supervision via agreed review and appraisal mechanisms
 - 5.3. It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.
6. Clinical Governance, Reduction of Risk, Audit and Research
 - 6.1. To be responsible for calling out on-call staff when required. Page personnel (porters etc.) and direct to required locations.

- 6.2. Deal with the emergency alarm panels as per policy and procedures, which include Fire Alarms, Medical Gases, IT Alarm, Lifts, emergency alert alarms and panic alarms.
- 6.3. Deal with all serious emergency calls and action set procedures. These emergencies include security and cardiac arrests.

7. Management and use of Resources and Information

- 7.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
- 7.2. To ensure you have a full understanding of all policies and procedures especially those relevant to switchboard i.e. Emergency Plan
- 7.3. To undertake routine administrative tasks, keeping records up to date and filling out incident reporting forms as necessary

8. Operating with Quality in everything you do and Maintaining a Safe Environment

COMMUNICATION AND WORKING RELATIONSHIPS

The role requires an experienced telephonist/operator who is able to effectively communicate with all hospital personnel and visitors whilst employing consistent and rigorous attention to detail and confidentiality with the ability to provide a pleasant and efficient response to a wide range of callers and enquiries on a daily basis.

The post holder will work independently but also as part of a team and be expected to use their own initiative in all areas of their work.

KEY RELATIONSHIPS

- Directorate Managers
- Systems & Network Teams
- Pager and Bleep Holders including Consultants, Nursing and support teams.
- Matrons / Ward Managers
- Patients
- External visitors

ENVIRONMENTAL FACTORS

9. Physical Effort

- 9.1. Frequent requirement for sitting in a restricted position for a substantial proportion of the working time. Sits in a constrained position for computer use. Some lifting and filing.

10. Mental Effort

- 10.1. Frequent concentration on unpredictable work patterns. Concentration is required for a large part of the shift for maintaining the switchboard
- 10.2. Occasional requirement for prolonged concentration to produce adhoc reports.

11. Emotional Effort

- 11.1. Taking calls of a nature that can cause upset and to know where to contact if you need to debrief about any situation
- 11.2. Using judgement and treating matters with discretion and sensitivity. Staff / patients / contractors contacting the department may occasionally be anxious or upset.

12. Working Conditions

12.1. Requirement to use VDU equipment virtually and on site continuously. Most tasks are keyboard based.

13.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

OUR LEADERSHIP BEHAVIOURS: IT STARTS WITH ME

Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.

The behaviours we expect to see at LPT are:



Valuing one another



**Recognising and valuing
people's differences**



Working together



**Taking personal
responsibility**



**Always learning and
improving**

ADDITIONAL INFORMATION

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

SAFEGUARDING CHILDREN AND ADULTS

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.

Personal Data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up-to-date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed
- Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage

CONFIDENTIALITY

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

SMOKING AT WORK

The Trust has a "Smoke Free Policy", which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

'Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role'.

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Demonstrates a commitment to the Trust's Values					
1.1 Compassion	3		X		
1.2 Trust	3		X		
1.3 Respect	3		X		
1.4 Integrity	3		X		
Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)					
2.1 GCSE English Language Grade C (new Grade 4) or above.	3	X	X		
2.2 GCSE Maths Grade C (new Grade 4) or above.	3	X	X		
2.3 RQF (Previously NVQ) Business & Administration Level 3 or equivalent skills and knowledge	1	X	X		
2.4 City & Guilds Typewriting Level 2 or above, or can demonstrate equivalent skills.	1	X	X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Knowledge and Skills					
3.1 Experience of communicating effectively via email, including implementing a flagging/prioritisation system for self and others.	3	X			
3.2 Experience of planning and organising, meetings, and appointments	3	X	X		
3.4 Experience of diary management for self and others.	3	X	X		
3.6 Experience of receiving, recording and relaying complex information via the telephone.	3	X	X		
3.8 Experience of planning and prioritising own workload and that of others to ensure that deadlines and the demands of the service are met.	3	X	X		
3.9 Experience in the development and implementation of electronic or paper-based office systems, which are continually maintained and updated.	3	X	X		
3.10 Knowledge of a customer services environment	3		X		
3.11 Highly skilled in all areas of Microsoft Office and can demonstrate good keyboard skills in terms of speed and accuracy.	3	X	X		
3.12 Ability to organise & prioritise when in an emergency situation and working alone	3	X	X		
Experience (both work and 'life' related)					

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
4.1 Dealing with complaints or other emotive situations with sensitivity, diplomacy and confidentiality.	3	X	X		
4.2 Using own initiative to solve problems, including taking corrective actions.	3	X	X		
4.4 Experience of working to a standard which is compliant with policy, procedure or other quality framework.	3	X	X		
4.5 Experience of dealing with change in the workplace and adjusting own working practices to meet new requirements.	3	X	X		
4.6 Experience of working in a complex patient/customer focused environment.	1	X	X		
Personal Attributes					
5.1 Able to work under pressure and handle conflicting demands and interruptions.	3	X	X		
5.2 Ability to communicate effectively at all levels and build positive working relationships.	3	X	X		
5.3 Knowledge and experience of using modern communication technology	3	X	X		
5.4 Ability to concentrate despite numerous interruptions	3	X	X		
5.5 Flexible and Responsive	3	X	X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
Standard Requirements					
Commitment to Equality & Valuing Diversity Principles	3	X	X		
Understanding of Confidentiality & Data Protection	3	X	X		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	X	X		
Mobility This will either be not applicable or own transport or suitable alternative. Dependence on public transport is not suitable for this role		You must demonstrate how you would meet the stated mobility requirement on your application form			