

JOB DESCRIPTION

JOB DETAILS	
Job Title	Customer Service Support Officer
Reports to	Performance Contracts and Standards Manager
Band	Band 3
Department/Directorate	Linen Services / Estates and Facilities Management (EFM)

JOB PURPOSE
<p>To provide a high quality, professional, customer experience-focused service on behalf of the Linen Services Department in accordance with Trust policies and standards relating to confidentiality and customer care to ensure that streamlined, efficient and accurate processes and procedures are adhered to.</p> <p>Support the Linen Services team by providing a flexible, productive and responsive service, thereby contributing towards the smooth running of the department.</p> <p>To create a professional and welcoming environment for all our service users, being the first point of contact for staff and customers.</p> <p>Supporting the monitoring of access to the facilities in line with the Linen Services Department's policies and procedures.</p>

KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Working as an integral part of the Linen Services Department, liaising with staff, internal and external customers and service users. Based in the main Linen Services office area, be the first point of contact for service users visiting the department, use effective verbal / written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others' user communication difficulties. Communicate internally with a range of wards and departments. Support with all administrative duties in relation to the Linen Services Department Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively. As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times. Ensuring that accurate records are kept and all appropriate documentation / information is recorded and passed to the appropriate person. Treat users of the service, colleagues, etc.... with respect, dignity, courtesy and in accordance with the Trust's <i>Values & Behaviours</i>. Build and sustain effective communications to ensure good team working and collaborative working practices, disseminating knowledge and information to those who need to know. Supporting the monitoring of access to the facilities in line with the Linen Services Department's policies and procedures.

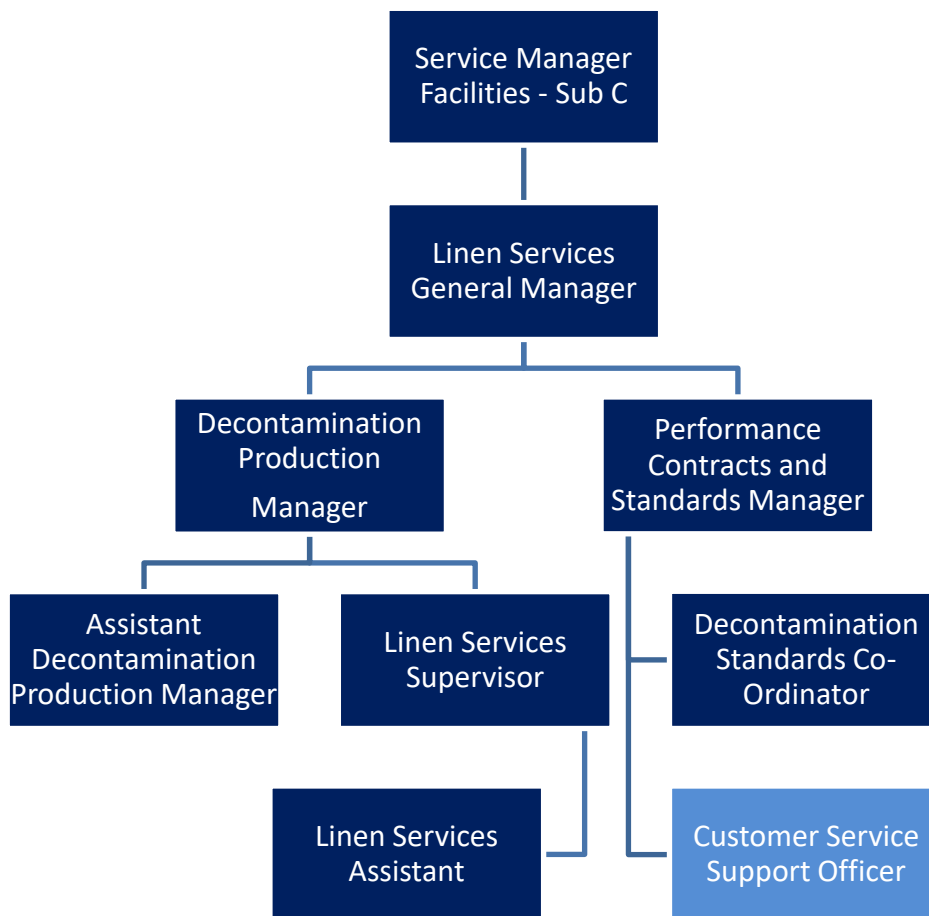
KEY WORKING RELATIONSHIPS

- Estates Department
- External NHS Organisations
- External organisations / providers
- Linen Services staff
- Facilities department managers
- Linen Services management team

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter them on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include via verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Facilities Service Manager;• Linen Services General Manager;• Performance, Contracts and Standards Manager, Linen Services;• Linen Services Decontamination Production Manager;• Linen Services Assistant Decontamination Production Manager;• Decontamination Standards Coordinator, Linen Services;• Estates Team;• Non-Patient Transport Department staff;• Linen Services Assistants;• Sewing Room staff;• Estates and Facilities team;• Administrators;• Service Users.	<ul style="list-style-type: none">• Other NHS organisations;• External private customers;• Company representatives;• External organisations / agencies.

ORGANISATIONAL CHART



FREEDOM TO ACT

- Use of defined policies, practices, protocols and Standard Operating Procedures to guide daily decision making when managing own work requirements within established parameters.
- To be able to deal with routine queries from a multitude of sources and matters relating to the Linen Services Department.
- Exercise initiative, analysis, and judgement / problem solving or directing on / escalating, as appropriate, using tact / empathy, reassurance and persuasive skills where agreement and co-operation is required.

COMMUNICATION / RELATIONSHIP SKILLS

- To provide and receive routine and non-routine information, advice and instruction relating to the Linen Services Department.
- Discuss linen quotas, invoicing and queries with service users / suppliers, including additional requirements, reasons for delays and other potentially sensitive issues. This information may be complex, comprising of detail concerning total articles delivered, chargeable and/or non-chargeable articles, pack and usage analysis, cage delivery / maintenance, service compliance data or vehicle schedules.
- To attend and minute staff meetings, as required.
- To deal with and assess the importance of, correspondence and enquiries, acting on own initiative and directing as appropriate, receive, log and escalate any complaints accordingly.
- Working as part of the Linen Services Department, liaising with internal and external customers and service users.

- Communicate with goods supplier staff when procuring equipment, textiles and raw materials for the Linen Services Department.
- Use effective verbal / written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality. Adapt style of communication to respond to others user communication difficulties.
- Develop and maintain good working relationships by being, flexible, adaptable, polite, positive and empathetic, communicating effectively and informatively.
- As applicable, ensure the service experience is positive and service user confidentiality is maintained at all times.
- Treat users of the service, colleagues, etc... with respect, dignity, courtesy and in accordance with the Trust's *Values & Behaviours*.
- Deliver excellent levels of service by regularly assessing, problem solving, evaluating and reporting to the Performance Contracts and Standards Manager in a timely and proactive manner.
- Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge and information to those who need to know.
- To maintain effective relationships with internal staff groups and external key stakeholders / clients, relaying complex financial and technical information in a timely and professional manner. Help and support team colleagues with admin and IT related systems and applications.

ANALYTICAL / JUDGEMENTAL SKILLS

- Under the supervision / direction of the Performance Contracts and Standards Manager, work within a delegated framework for agreed tasks and seeking support as and when necessary, provide a comprehensive, confidential, administrative support service to the Linen Services Department in an efficient and confidential manner.
- Continually monitor and perform analysis of various elements of department data, financial, operational, governance or staff related, across the whole of the department and take appropriate action within postholders level of competency or authority.
- Prioritise own tasks, exercising a degree of independence, initiative and judgement.
- Assess situations, identify and resolve potential problems within own skill set, including those related to computer software Office applications. Refer and seek guidance on issues outside of postholder's level of competency or authority to the Performance Contracts and Standards Manager.
- To be able to investigate in relation to financial aspects of the service and find the most appropriate solution for escalation to the Performance Contracts and Standards Manager.
- Collect service data and submit to Linen Services management team for analysis in a timely manner.

PLANNING / ORGANISATIONAL SKILLS

- Specifically, this post will work with colleagues and the management team to ensure that they provide a professional, efficient, accurate and timely service.
- Arrange meetings and contract reviews, finding a suitable venue, equipment, etc....
- Distribute agenda's, minutes and other paperwork as directed by the meeting chair or Performance Contracts and Standards Manager.
- Manage electronic diaries.
- Undertake general administration duties appropriate to the role, e.g. dealing with post, reporting faults, collation and distribution of data and information, submitting orders and receipting deliveries in accordance with Trust systems.
- Maintain the smooth and effective running of the administration element of Linen Services.
- Plan / organise own diary and manage own workload.
- Update complex databases and information, utilising the Linen Services systems and present as required.

- Contributes to long-term plans within a structured framework.

PATIENT / CLIENT CARE

- Assist patients during incidental contact when on the Trust premises.

POLICY / SERVICE DEVELOPMENT

- Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competencies for the role at all times.
- To participate in departmental / team meetings and offer suggestions for quality improvement.
- Contribute to the achievement / improvement of service / quality standards.
- May be asked to comment on policies and procedures.
- Assist with small projects as required.
- Identify and investigate problems and queries relating to data / information processing and management and escalate to the Performance Contracts and Standards Manager.

FINANCIAL / PHYSICAL RESOURCES

- Monitor and maintain department supplies.
- Order and receipt supplies on the Trust's procurement system.
- Maintain the electronic uniform stock system, ensuring the accurate recording of daily uniform issues and receipts. Monitor stock levels and re-order replacements as necessary.
- Maintain the electronic linen orders and receipts worksheet, ensuring the accurate recording of linen article orders, receipts, stock holdings and issues.
- Complete the stock take documents annually following stock take and accurately record numbers, item costs and totals.
- Order and receipt raw materials, sundry items and replacement linen articles on the Trust's procurement system, Unit 4.
- Produce customer invoices on a monthly basis, ensuring their accuracy and that they reflect customer activity.
- Cash handling, inc. the recording and weekly banking of cash from the Dry Cleaning Shop.

HUMAN RESOURCES

- Demonstrate duties to new or less experienced staff.
- Support management team with data entry on the Health Rostering system.
- To provide support / cover to other admin team colleagues within Linen Services.

INFORMATION RESOURCES

- Regular requirement to use computer software to create and maintain databases and spreadsheets, using formulas to create statistical reports and dashboards on Departmental performance.
- Ensure that accurate recording and maintenance of computerised filing records and systems are maintained.
- Regularly update electronic systems as directed by the Performance Contracts and Standards Manager, e.g. ESR, payroll, Health Roster.
- Take and transcribe minutes for Linen Services Departmental meetings.
- Maintain the LDU performance Dashboard monthly.
- Create and maintain performance dashboards as necessary to cover production figures, governance compliance, utilities usage and departmental training. Make available to departmental managers and provide regular reports.
- Create electronic systems to monitor departmental compliances in relation to induction, SOP training and updates. Make available to departmental managers and provide regular reports.

<ul style="list-style-type: none"> Enter accurate working shifts information onto the staff pay system, for all staff within own scope of authority, to include shift times worked, enhancements and absences.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> Participate and support in staff and customer satisfaction surveys or audits, as required. Participate in equipment / software testing as and when required.
PHYSICAL SKILLS
<ul style="list-style-type: none"> Advanced keyboard skills required. To be competent in using and ensure the proper use of Trust equipment. Ability to support administration provision in the setting requires a degree of manual dexterity. Advanced knowledge of computer software office applications including, MS Word, Excel, Powerpoint, Outlook and Teams. Proficient in the use of office applications in relation to creating worksheets, presenting data in various forms including graphs, tables and pivots, calculating data using complex formulas, creating a variety of documents, creating presentations, managing electronic diaries and setting up video conference calls. Ability to pass knowledge on to colleagues and other members of the team. Input financial and quota data into computer databases and spreadsheets, where speed and accuracy are necessary and accessed by external departments.
PHYSICAL EFFORT
<ul style="list-style-type: none"> Ability to lift heavy loads, < 15kg. Ability to sit for long periods at a workstation.
MENTAL EFFORT
<ul style="list-style-type: none"> Frequent concentration required. Predictable work pattern / shift.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> Occasional contact with distressed service users.
WORKING CONDITIONS
<ul style="list-style-type: none"> Use of VDU equipment. Exposure to noise on a daily basis through the nature of the environment. Possibility of challenging behaviour by service users. A willingness to provide reasonable cover for colleagues and operate flexibly.
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>Contribute to and work within a safe working environment</p> <p>You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection</p>

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and / or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts *Child Protection and Safeguarding Adult* policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Customer Service Support Officer	
Requirements	Essential	Desirable
QUALIFICATION/SPECIAL TRAINING Minimum GCSE (A-C/Grade 4) in English Language and Maths or equivalent qualification or experience. ILM Level 3 in Leadership and Management (or be willing to work towards this or similar qualification) and/or equivalent experience. IT skills and proficient in the use of Microsoft programmes, including Excel, Word and PowerPoint. Advanced keyboard skills. Good standard of English comprehension & communication skills. Good numerical skills. Experience of linen decontamination processes. Experience of previous Training/Supervisory Role.	E E	D
KNOWLEDGE/SKILLS Able to follow written & verbal instructions. Practical & methodical approach to given tasks. Good hand/eye co-ordination and manual dexterity. Attention to detail. Problem solving skills. Ability to work both in a team and alone. Understanding of Health & Safety issues. Able to communicate technical information.	E E E E E E E E	
EXPERIENCE Experience of shift working. Experience of processing environment. Experience of working to deadlines and under pressure. Experience of organising departmental workloads.	E E E E	
PERSONAL ATTRIBUTES Good interpersonal skills. Ability to communicate on all levels. Ability to work accurately & effectively under pressure. Ability to be flexible. Conscientious attitude. Good standard of personal hygiene. Able to lift and manoeuvre medical devices and test equipment <15kg. Ability to stand for long periods of time.	E E E E E E E E	
OTHER REQUIREMENTS Ability to observe and regulate codes of practice. Able to handle and manoeuvre heavy loads / cages. Ability to sit for long periods of time. The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		X		
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y		X		