



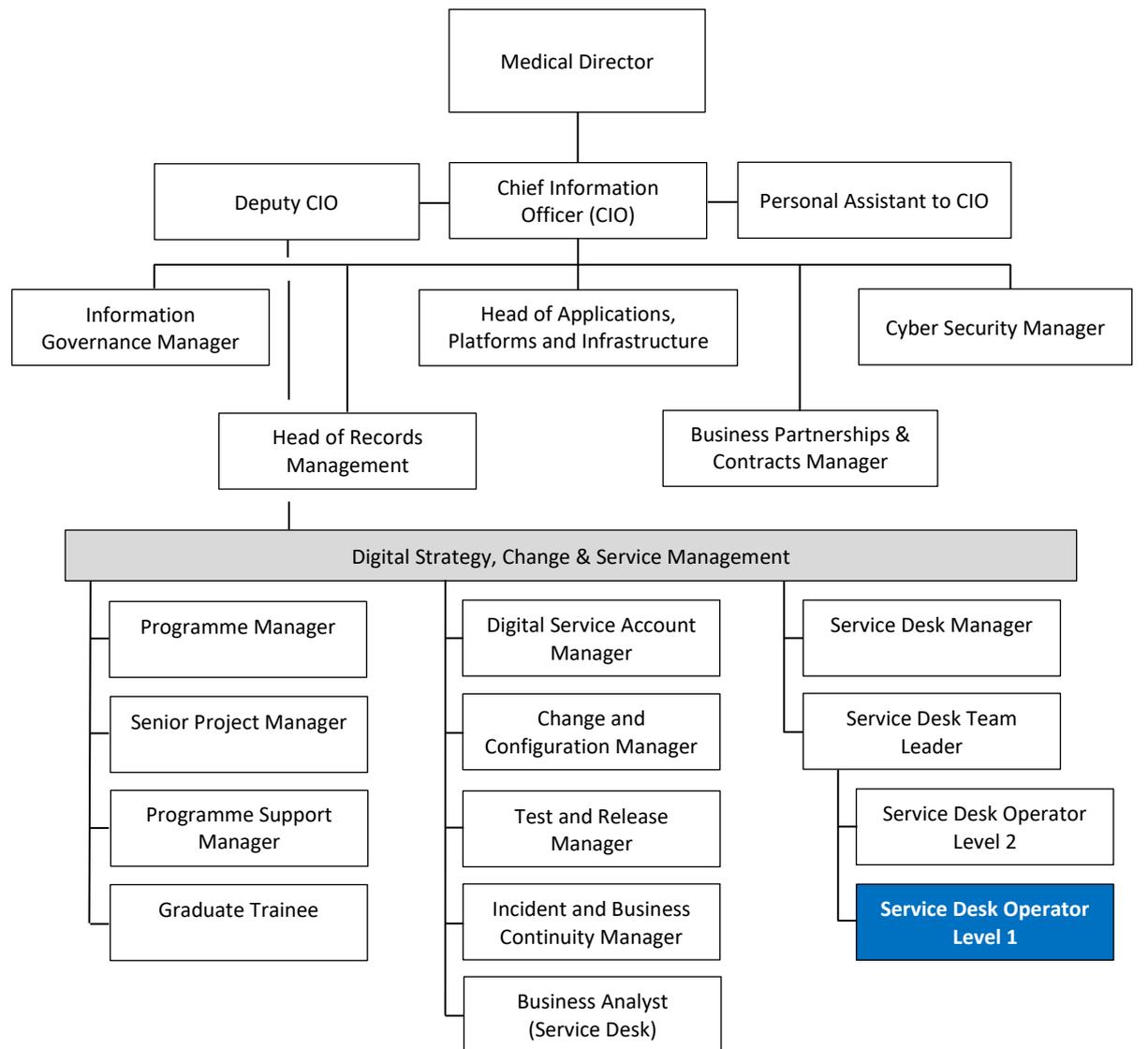
“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS	
Job Title	Service Desk Operator Level 1
Reports to	Service Desk Manager
Band	3
National Job Profile used	IM&T Analyst/ Technician entry level
Department/Directorate	Digital Services Division

JOB PURPOSE
<p>The Digital Services Division aims to develop a culture of continual service improvement. The post holder will support managers to develop this culture.</p> <p>The post holder will form part of the Service Desk Team to provide first line support to clients on all matters relating to IT provision. To log all calls according to departmental procedures and either resolve the issue directly or assign work to the relevant Team as appropriate. This post includes joining an on-call rota to provide out-of-hours cover for specific systems.</p> <p>This role provides front line support to clients, and is often the first contact that clients have with the IT service. It is therefore a key requisite of this post to maintain a client focus as all times.</p> <p>The post-holder will make a significant contribution to service development and modernisation programme of the NHS through the successful delivery of Digital Services Division’s programmes, projects, support and the re-engineering of business processes in conjunction with the service.</p>

KEY WORKING RELATIONSHIPS	
<p>Internal to the Trust</p> <ul style="list-style-type: none"> Trust Service Managers Information Asset Owners Digital Services Division Internal Committees and Governance meetings Trust User Base 	<p>External to the Trust</p> <ul style="list-style-type: none"> External Clients and Partners Epic technical experts and implementation team 3rd Party Service and Solution Providers NHS Digital Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART



KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To provide a client focused service through Operational Level Agreements (OLAs) and Service Level Agreements (SLAs) across a number of organisations in the South West. The post holder will form part a professional team of digital services delivery staff whose role is to provide a client focused and responsive IT Service Desk function, which complies and meets the national and local strategies.

COMMUNICATION/RELATIONSHIP SKILLS

- Answer and handle all requests via email and telephone in accordance with departmental policies;
- Ensure that the call number, priority and estimated timescales are clearly and positively communicated to the client via the telephone and email;
- Log all calls, including requests either by voicemail or email, ensuring the correct priority is identified and allocated as per the OLA/SLA;
- Log calls with other service organisations providing sufficient information to meet their data requirements and ensure an accurate priority is applied;
- To liaise with the client to agree a convenient time to attend calls;
- To keep the client fully apprised with progress on outstanding calls on a regular basis;

- Ensure any further requests or updates to existing calls are accurately recorded in a timely manner.

ANALYTICAL/JUDGEMENTAL SKILLS

- Accurately record, prioritise and update all support requests through the chosen Service Desk software, ensuring all minimum data sets are met;
- Assign calls to the relevant internal and external teams;
- Provide assistance and advice to clients where possible without referral, and be able to accurately identify when referral is required;
- Ensure escalation procedures are followed as soon as any non-conformance of OLA/SLA timescales are identified, communicating regular progress updates to the Team Leader;
- Seek guidance from the Team Leader when the matter requires senior authority to progress.

PLANNING/ORGANISATIONAL SKILLS

- Utilise any existing remote management or monitoring software to expedite remedial work, providing responsive, client focused support with minimal disruption and maximum benefit.

PHYSICAL SKILLS

- Ability to type quickly and accurately whilst communicating with the client;
- Ability to use a keyboard and headset for a considerable proportion of the working day;
- May be required to move IT equipment from time to time.

PATIENT/CLIENT CARE

- Patient contact is incidental, but required to support patient access to networks and internet as part of the wider service.

POLICY/SERVICE DEVELOPMENT

- To monitor the departmental/Trusts policies and procedures, and advise of any possible changes or improvements that could be made.

FINANCIAL/PHYSICAL RESOURCES

- Requirement to interact with Trust applications, platforms and infrastructure.

HUMAN RESOURCES

- Ensure timely completion and up to date maintenance of essential training.

INFORMATION RESOURCES

- Assist with the maintenance of the IT Service Desk catalogue;
- Contribute to the development and maintenance of IT records including hardware/software inventories, diagrams and procedures;
- To ensure Service Desk software is always kept up to date with a true and accurate record of work carried out.

RESEARCH AND DEVELOPMENT

- To maintain skills in order to match the changes in new technology.

FREEDOM TO ACT

- The post holder may be located away from other Digital Services Division teams and management and operates independently on all day to day operational issues;
- They operate in line with Trust policies, escalating as required.

OTHER RESPONSIBILITIES

To take part in regular performance appraisal.

To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

To contribute to and work within a safe working environment.

The post holder is 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.

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.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 rota.

APPLICABLE TO MANAGERS ONLY

- N/a.

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

- Honesty, Openness & Integrity
- Fairness,
- Inclusion & Collaboration
- Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust

property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.



POST	Service Desk Operator Level 1
BAND	3

Requirements	Essential	Desirable
QUALIFICATIONS/SPECIAL TRAINING <ul style="list-style-type: none"> • Good general level of education • Knowledge of Desktop software • ECDL or equivalent computing qualification • Relevant experience in an IT customer service related environment • ITIL Foundation 	 X X X X	 X
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> • Good technical knowledge and experience of supporting desktop hardware and software • Good technical knowledge and experience of Microsoft operating systems and applications • A working knowledge of Active Directory • Able to quickly assess severity of problems to provide a responsive resolution • Basic IT skills in a wide range of areas • Good keyboard skills – 5000 key depressions per hour whilst maintaining 95% accuracy 	 X X X X X X	
EXPERIENCE <ul style="list-style-type: none"> • Demonstrable experience in providing telephone, email and face to face support to clients • Proven clerical and organisational skills • Demonstrable experience of prioritising workload and working to tight deadlines 	 X X X	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Excellent interpersonal and communication skills and present a professional image • Proven ability to retain composure in stressful situations and cope with the pressure of a high level of incoming support calls • An ability to demonstrate a 'user friendly' approach to work • An ability to deal with sensitive situations with tact and diplomacy • Resourceful and able to work on own initiative with limited supervision • Enthusiasm and commitment to learning new technical skills 	 X X X X X X	
OTHER REQUIRMENTS <ul style="list-style-type: none"> • Demonstrates ambition and clear personal career planning • Flexible to the requirements of the role • There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 rota • Requirement to travel to other sites as required • Good team player • The ability to work in a busy telephone-based call centre environment 	 X X X X X X	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		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)	N				
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)	N				
Driving	N				
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y		X		
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	N				

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>				Control & Restraint Annual	<input type="checkbox"/>
Not mapped this one		<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	Group 8	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>		
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		Staff/Others	<input type="checkbox"/>		
Fire	Annual	<input checked="" type="checkbox"/>	Investigations of incidents, complaints and claims	<input type="checkbox"/>			
	Two Yearly	<input type="checkbox"/>	Conflict Resolution – 3 yearly	<input type="checkbox"/>			
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>	Waterlow	<input type="checkbox"/>			
	One-Off requirement	<input type="checkbox"/>	PUCLAS	<input type="checkbox"/>			
Information Governance		<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
				Application principles for portering and waste	<input type="checkbox"/>		



