

JOB DESCRIPTION

JOB DETAILS	
Job Title	One Devon People Services Helpdesk Level 1 Support
Reports to	One Devon People Services Helpdesk Team Lead
Band	Band 3
Department/Directorate	Corporate Services/ People Digital Programme

JOB PURPOSE
<p>To provide proactive, comprehensive and professional One Devon People Services Level 1 support and advice to client organisations of the One Devon People Services Helpdesk providing a professional, efficient and accurate administrative contribution to the support function. They will have excellent communication, customer service and interpersonal skills being able to converse with colleagues and clients who may at times be distressed and anxious treating them with tact and empathy. They will also have proven administrative and IT skills ensuring all information is secure and confidentiality of information is maintained at all times. The postholder will assist managers and colleagues contacting the One Devon People Services Level 1 Helpdesk with the interpretation of HR policies and procedures, supported with FAQ's, templates, NHS Employee Handbook, Terms and Conditions of Service (both national and locally agreed) and standard procedure guidance.</p> <p>The postholder will form part of a larger team and contribute to providing a Level 1 support to our stakeholders. It is therefore a key requisite of this post to maintain a client focus at all times. The postholder will triage incoming queries which will be in written format and complete where appropriate within their remit. Where not in their remit they will forward to the relevant Level 2 team. They will assist newer members of the team where queries are escalated to them and where required, will log all required details and process for escalation.</p> <p>The postholder may be expected to work across several functions within the service, becoming proficient in the use of various Trust approved software and database systems. The postholder will be part of the People Function working in the HR Helpdesk.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • First point of contact via incoming emails, ticket systems or other chat functions • Ensuring Trust HR policies and procedures are adhered to, supporting management requirements • Resolve queries where possible and create a case ticket where appropriate and where escalation is required ensuring all relevant details are obtained. Follow through on escalated cases to ensure resolution and closure where the Helpdesk are still involved • Participate and complete as required other duties outside of 1st level support which the One Devon People Services Helpdesk which may include completing reports and informing necessary parties • Work closely with other HR teams and departments, to help further understanding and learning • Progress requests through to resolution, adding any additional notes and updates to the ticketing system until point of resolution • Check IT HR user accounts, setup, maintain or close user access to systems and, where appropriate, reset passwords and assist users with issues accessing systems • Update and/or maintain HR records via HR systems such as the Electronic Staff Record system, Health Roster producing reports and to participate in, and support regular audits of the

systems to confirm on going compliance and data quality escalating as appropriate any concerns

- Update IT databases with accurate information as directed. Chase up missing data for mandatory reports (ESR) via email and telephone
- Assist colleagues and clients with navigation and familiarisation where needed with their HR records. For example, ESR Employee Self Service, Employee Online
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve
- Work within team KPI's ensuring quality of service maintained. Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required, contribute to audits regarding departmental procedures
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies
- To undertake other duties as required by line manager

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

No. of Staff reporting to this role: N/A

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis.

The post holder will deal with the wider healthcare community, external organisations and the public. This will include 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">• Staff & Managers across all 6 client organisations• HR Teams such as Payroll, Pensions, Recruitment, Talent Management, Workforce, ES&R, Medical HR	<ul style="list-style-type: none">• External clients and partners• Applicants• Other businesses seeking references• Other NHS Organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will be guided by Standard Operating Procedures, Trust policies and best practice processes and will be able to use their initiative to deal with routine queries within their skill remit and established parameters. There will be someone available for support if required, and/or postholder will refer more complex queries to the next level of escalation within the team or the appropriate line manager where indicated.

COMMUNICATION/RELATIONSHIP SKILLS

The postholder will adhere to the organisations standards of customer care following Trust Values when receiving queries and be able to negotiate these in a confidential and sensitive manner. They will have an excellent level of communication both verbally and in written form and be able to effectively understand the nature of the query and provide the most appropriate policy/answer in a concise and informative way. The Postholder will need to use tact where there may be barriers to communication to assist with the query or to ensure they collect the correct and relevant information needed to escalate to the appropriate team member if it cannot be resolved in first contact. Some information provided and received will be sensitive or complex.

Examples of types of communication include communicating with staff/managers regarding pay, terms and conditions, HR policies such as sickness absences, special leave, annual leave, staff benefits, accessing workforce systems and recruitment. The postholder will direct individuals, where needed, to the correct knowledge articles and ensure individuals are clear on the answers given.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will need to accurately prioritise the level of response required for each query and update the staff member/manager or escalate accordingly. They will be able to aid and provide advice to service users where possible without referral and be able to identify when escalation or referral is required.

Postholder will assess and prioritise verbal, electronic and written information in line with established SOPs and policies resolving where possible and be able to use fault-finding processes to assist in queries e.g. a manager initially requires policy direction and simple clarification and upon further assessment and analysis, this evolves into additional advice/discussion needed. The postholder will be required to assess the details given to them to determine the best course of action (further policy

direction and explanation, escalate to higher level within team or create a case for a wider HR team to address).

PLANNING/ORGANISATIONAL SKILLS

Deliver day to day activities, working diligently through queries in priority order and escalating appropriately and in a timely way. Ensure the EVA system is accurately updated and cases are closed down appropriately. The postholder will be responsible for organising their own workload.

PATIENT/CLIENT CARE

Patient contact is incidental.

POLICY/SERVICE DEVELOPMENT

The postholder will work to defined processes and policy, contribute to the continuous improvement in the service participating in meetings as necessary and provide comment/feedback as required. As part of their role and the exposure they have to staff/manager queries, the postholder will be able to highlight any regular queries to team managers where there may be a review or improvement considered to a policy or process.

FINANCIAL/PHYSICAL RESOURCES

Maintains safe use of own equipment. Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service.

HUMAN RESOURCES

The Postholder will provide advice on a range of HR related areas such as pay, terms and conditions, HR policy queries, and recruitment processes. The post holder will be required to facilitate and support new starters to carry out their role.

The post holder will be expected to provide cover for other administrative staff during busy periods including cover due to sickness and annual leave.

INFORMATION RESOURCES

Daily use of relevant IT programmes related to department activity. This will include data entry and processing of data compiled by others to update and maintain relevant HR IT systems. Occasional requirement to create reports using formulae to support the services provided by the team.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys/audit etc as necessary to their own work.

PHYSICAL SKILLS

Use advanced keyboard skills in day-to-day activities such as navigating, updating, reporting on HR systems, reports, other Office related systems where speed and accuracy are both important. Ability to type quickly and accurately when communicating with stakeholders.

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for most of the working day due to enquiries into Helpdesk.

MENTAL EFFORT

The work pattern is mostly predictable. There will be a frequent requirement for concentration for data entry or completion of specific set tasks, such as calculating annual leave entitlement, working on a report or cross-referencing specific circumstances against policy requirements. The postholder will need to balance this with interruptions from other team members on occasion or where an employee/manager needs to be called back.

EMOTIONAL EFFORT

Occasionally manage situations with emotional circumstances with colleague and client organisation's staff where they are distressed. Postholder will be required to navigate issues, reassure and assist as possible and where appropriate, with as much detail recorded as possible, escalate within the team or to appropriate wider HR team.

WORKING CONDITIONS

The post will a hybrid role, either working remotely or from the local organisation's premises. Use of visual display unit will be frequent.

There will be times occasionally when the postholder will need to handle queries where the client may be upset, distressed or demonstrate verbally aggressive behaviour.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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

Contribute to and work within a safe working environment

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

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 (DES) if appropriate to role.

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education or Minimum GCSE grade A-C or equivalent in Maths and English	E	
A Levels/NVQ L3 in administration or equivalent experience	E	
ECDL or equivalent		D
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication (both verbal and written) skills	E	
Good attention to detail	E	
Ability to accurately input, track, maintain and analyse electronic data within excel spreadsheets and databases.	E	
Understanding of adherence to confidentiality in a Human Resources and Health Care environment	E	
Ability to deal with email and telephone enquiries politely and efficiently.	E	
Ability to problem solve	E	
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary	E	
Customer Service/Call Centre Office Administration/Data Entry		D
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Ability to work within in a team with your own workload and be able to prioritise and multitask requests for assistance from more junior or senior members.	E	
Previous experience of working within an environment where policy knowledge was required and therefore used to navigating various policies and processes. For example, in general hr related policies, terms and conditions of contracts etc	E	
Previous NHS/Social Services experience		D
Previous experience of People Services database/systems		D
Able to demonstrate a knowledge of Agenda for Change conditions of service		D

Previous experience in Customer Service/Call Centre Office Administration role		D
PERSONAL ATTRIBUTES		
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality	E	
Ability to be empathetic, handle difficult or emotional situations	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team	E	
Understanding of own limitations and willingness to ask for Assistance	E	
Adaptable and flexible	E	
Able to demonstrate effective learning from experiences	E	
Ability to work methodically and prioritise workload, ability to use own initiative	E	
Ability to work in a busy environment, meet deadlines and prioritise effectively	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Willing to travel to other locations as required	E	

		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	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y		X		