

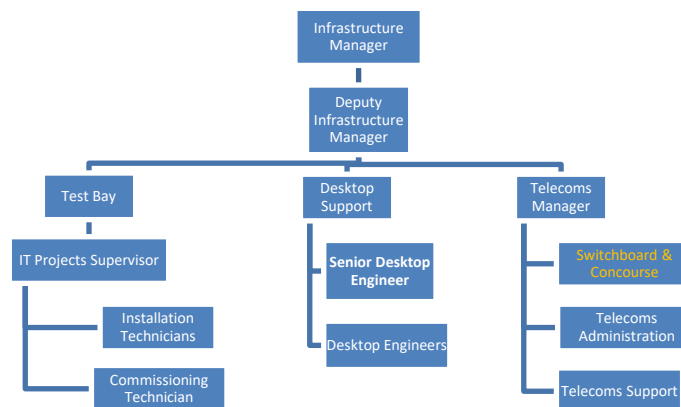


Royal Devon and Exeter  
NHS Foundation Trust

***“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	Switchboard Operator
Reports to	Telecoms Manager
Band	Band 2
National Job Profile used	IM&T/Operator Telephony Operator
Department/Directorate	Telecoms/IMT

JOB PURPOSE	
<p>IMT Services aims to develop a culture of continual service improvement. The post holder will be an advocate for this culture across the service area and demonstrate continual service improvement in the service area that they work.</p> <p>The post is based on a shift pattern working 37.5 hours per week as a member of a team offering 24 hour coverage 7 days a week within a busy Switchboard.</p> <p>The position is based in the Wonford site main building above reception E Template.</p> <p>As a team member the post will actively contribute to the overall efficient and professional handling of internal and external calls, responding in a timely, polite and often sensitive manner.</p> <p>The post will involve responding to all types of emergencies as per defined procedures, reacting quickly and effectively, recording all incidents and actions taken.</p> <p>The Switch Board acts generally as the first point of contact to our patients for the Trust, and as such it needs to project a caring, sensitive yet efficient service that meets the patient requirements and clinical needs.</p>	
KEY WORKING RELATIONSHIPS	
<ul style="list-style-type: none"><li>• All Telecommunications and Enquiries staff</li><li>• Telecoms Manager</li><li>• Consultants and Medical/Non-medical Hospital staff</li><li>• Patients, Visitors and their family members</li></ul>	
ORGANISATIONAL CHART	



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The key result areas for the role are described in the following sections:

### COMMUNICATION/RELATIONSHIP SKILLS

- The Telecoms Department supply telecom services to all RD+E users, this provides telephony to over 4000 internal extensions via our existing telephone system. In addition to maintaining these extensions the department manage over 600 mobile phones, 900 bleeps, 500 radio pagers and numerous telecom applications.
- The Switch Board is a key function of this department and on average handle 28,000 calls incoming and outgoing, every day of the year 24hours a day. The team also act as the central contact in many emergency situations, co-ordinating services and central communications.
- Switchboard are the first point of contact to patients and family members alike and as such require professional handling in an efficient and timely manner.
- Order taxis as required for Trust patients etc. as authorised

### ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements involving facts or situations, some requiring analysis.
- To initiate prompt and correct procedures in emergency situations including Fire, Cardiac Arrest, Major Incidents etc., ensuring all incidents are recorded and logged to enable an auditable trail after the event should it be required.
- Ability to assess, resolve and forward enquiries.
- To understand and be proficient in the use of the hospital bleeps including:
  - Re-programming
  - Setting up divers
  - Issue and instruction to users

### PLANNING/ORGANISATIONAL SKILLS

- Ensure the working area is kept clean and tidy.
- To contribute to a safe working environment, by reporting any damaged equipment or spillages/Health & Safety hazards immediately to the relevant Department head and/or the Administration Services Manager.
- Maintaining directory systems, updating rota information and routine testing of our operational systems (bleeps etc.)
- To support other members of the team in supplying a professional service at all times, delivering a seamless service during shift changes and supportive to new members of the team.

### PHYSICAL SKILLS

- Occasional Manual Handling will be required.
- Inputting at a keyboard, telephone equipment for most of the day

### PATIENT/CLIENT CARE

### POLICY/SERVICE DEVELOPMENT

- Follow policies in own role, may be required to comment.

<b>FINANCIAL/PHYSICAL RESOURCES</b>
<ul style="list-style-type: none"> <li>Personal duty of care in relation to equipment, resources.</li> </ul>
<b>HUMAN RESOURCES</b>
<ul style="list-style-type: none"> <li>Demonstrate own activities to new or less experienced employees</li> <li>To actively promote a harmonious working environment at all times.</li> </ul>
<b>INFORMATION RESOURCES</b>
<ul style="list-style-type: none"> <li>Using the Patient Administration and Patient First Systems to direct callers and visitors to their required destination whilst ensuring that the security and confidentiality of patient information is maintained at all times as per the Trust's Information Governance Policy</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Works on audits as required as part of own work</li> </ul>
<b>FREEDOM TO ACT</b>
<ul style="list-style-type: none"> <li>Required to act independently within appropriate guidelines, with advice available when required.</li> </ul>
<b>OTHER RESPONSIBILITIES</b>
<p>To take part in regular performance appraisal.</p> <p>To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling</p> <p>To contribute to and work within a safe working environment</p> <p>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</p> <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.</p>
<b>APPLICABLE TO MANAGERS ONLY</b>
<b>THE TRUST- VISION AND VALUES</b>
<p>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:</p> <p>Honesty, Openness &amp; Integrity Fairness, Inclusion &amp; Collaboration Respect &amp; Dignity</p> <p>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.</p> <p>We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.</p> <p>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.</p>

## 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.

<b>POST</b>	Switchboard Operator
<b>BAND</b>	Band 2

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>ITQ Level 2 or equivalent</li> <li>Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above</li> <li>Diploma/NVQ Level 2 in Business Administration or Customer Service</li> </ul>	X	X
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Working knowledge of Microsoft Office applications (Word, Excel and Outlook).</li> <li>Good communication skills, both written &amp; verbal</li> </ul>	X X	
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Previous experience of using a switchboard.</li> <li>Previous Telephonist/Customer Service experience.</li> <li>Previous experience of operating a (BTS) switchboard within NHS.</li> </ul>	X X	X
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>Able to work flexibly and co-operatively as part of a team.</li> <li>Able to remain calm and productive under pressure.</li> <li>Committed to continual quality and service improvement</li> <li>Self-aware and committed to continual personal development.</li> <li>Committed to promoting a positive image of the Service.</li> </ul>	X X X X X X	
<b>OTHER REQUIRMENTS</b> <ul style="list-style-type: none"> <li>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>Ability to travel to other locations as required.</li> </ul>	X X	

## FREQUENCY

PERSON SPECIFICATION



		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
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	Y		X		

## 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 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"/>		



## APPENDIX 22

### **STRUCTURE CHANGE JUSTIFICATION FORM FOR NEW JOBS**

Division/Directorate & Specialty:	
Line Manager's Name:	
Approved structure:	
Revision to structure being proposed:	

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

How does this revised structure compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes:		
Explain why this structure change is required, and how this has come about:		
Have any other options been considered? If so what?		
Describe impact if this decision is not supported:		
Any other information to support this application:		
Manager's Signature:	Print Name:	Date:
Divisional Director Signature:	Print Name:	Date:
Chief Operating Officer Signature:	Print Name:	Date:

## APPENDIX 22

### **STRUCTURE CHANGE JUSTIFICATION FORM FOR RE-BANDING**

Division/Directorate & Specialty:	
Line Manager's Name:	
Approved structure:	
Revision to structure being proposed:	

**Please include current and proposed structure charts for this change, including management structure and supporting staff structure below.**

How does this re-banding compare or contrast with other structures that have been implemented across the Trust, give rationale for any changes:
Explain the service needs for the re-banding
Explain why this re-banding is required
Explain how this re-banding will improve the structure and add value:
Have any other options been considered? If so what?
Describe impact if this job is not re-banded:
Any other information to support this application:



Employee's Signature	Print Name:	Date:
Manager's Signature	Print Name:	Date:
Divisional Director Signature	Print Name:	Date:
Chief Operating Officer Signature	Print Name:	Date:

