

JOB PACK

NHS Lothian - Switchboard Team Lead

Ready to take the next step in your leadership journey?

We're looking for a calm, confident Team Lead to guide our busy Lothian Health Board (LHB) Switchboard team at the Lauriston Building in Edinburgh. If you thrive in a fast-paced environment and enjoy supporting others to succeed, this could be the perfect role for you.

In this full-time role, you'll balance leading a dedicated team with hands-on switchboard work, making sure everything runs smoothly—from routine calls to emergency situations. You'll play a key part in mentoring colleagues, managing rosters, and driving service improvements.

Whether you've worked in a call centre, switchboard, or another leadership role, we're looking for someone with great communication skills, a proactive mindset, and a genuine commitment to team success.

About NHS Lothian

NHS Lothian provides healthcare to people across Edinburgh, Midlothian, East Lothian and West Lothian, as well as specialist services across Scotland. We support a population of over 880,000 and deliver services ranging from community care to acute hospitals. With more than 24,000 staff, we're one of Scotland's largest employers.

About the Department

Our Telecoms team is a vital part of NHS Lothian operations. The LHB Switchboard is a 24/7 hub, handling everything from general enquiries to emergency 2222 calls, alarm activations, and Out-of-Hours IT password support.

We operate across two sites, Lauriston Building in Edinburgh and St John's Hospital in Livingston, working together to provide seamless cover. This Team Lead role is based at Lauriston Building.

About the Role:

We're looking for a Switchboard Team Lead (Band 4) to join our high-performing Telecoms team. This is a people-focused role where your organisational skills, customer service experience, and team spirit will be highly valued.

You'll lead a team of Band 3 Senior and Band 2 Call Handlers, supporting daily operations and ensuring a consistently excellent switchboard service. From routine queries to emergency situations, you'll help the team stay calm and professional under pressure.

This is a split role:

Approx. 60% leadership responsibilities

Approx. 40% hands-on support as a Senior Call Handler

What You'll Be Doing:

- Leading and mentoring a dedicated switchboard call-handling team
- Managing rosters and ensuring safe staffing levels for 24/7 cover
- Taking the lead on local training, inductions, and performance reviews
- Acting as first point of contact for call handlers during challenging or high-pressure situations
- Using DATIX, (NHS Risk & Complaints Management system), to review incidents, handle escalations, and support improvements
- Supporting emergency hospital response calls, including 2222 medical emergencies and Major Incident calls
- Driving improvements through audits, feedback, and process reviews

What You'll Bring:

- Strong leadership skills and experience supervising a team
- Excellent communication and interpersonal skills
- Calm under pressure with a problem-solving mindset
- Confident decision-making abilities, especially in emergency or out-of-hours scenarios
- A flexible and resilient approach to shift-based work

Location & Working Pattern:

Our service is delivered from:

- Lauriston Building, Edinburgh (EH3 9EN) – 7 days a week, between the hours of 08:00 and 22:00 (**This Post**)
- St John's Hospital, Livingston (EH54 6PP) – 24/7 service provision

The Switchboard service operates 24/7, 365 days a year, so flexibility is key. You'll work a variety of shifts between 08:00 and 22:00, averaging 37 hours per week over an 8-week rotating roster. Shifts are typically 7.5 hours with a 30-minute unpaid break.

Occasional cross-site working at St John's Hospital, Livingston, will be required, for example, to cover shifts or provide on-site support for staff management.

Please Note: Due to the nature of the role, hybrid or home working is not possible. Your presence on-site is essential to support the team and maintain service continuity.

Our Enhanced Salary Package

NHS offers a comprehensive benefits package, including a permanent Band 4 contract.

- **Salary:** Starts at **£30,353**, rising to **£33,016** per annum
(placement on the scale depends on confirmed previous relevant NHS service)
- **On-Call Payment:** Additional allowance for participating in the Telecoms Management Team's **out-of-hours on-call rota** (currently 1 in 6 weeks)
- **Unsocial Hours Enhancements:** Extra pay for evenings, weekends, and public holidays, on top of your basic salary

Note: NHS Scotland's full-time hours will reduce from 37 to 36 hours/week from 1 April 2026. Rota patterns will be updated accordingly in line with national terms.

Unsocial Hours Enhancements (based on NHS Scotland Terms & Conditions):

Pay band	All time on Saturday (midnight to midnight) and any week day after 8pm and before 6am	All time on Sundays and Public Holidays (midnight to midnight)
4 – 9	Time plus 30%	Time plus 60%

Based on the 2025-26 pay offer, the following Indicative Hourly Rates apply:

Time	Starting Rate (£30,353)	Top Rate (£33,016)
Basic Hourly Rate	£15.73	£16.89
Sat/Weeknight (Time +30%)	£20.18	£21.96
Sunday/Public Holiday (+60%)	£24.83	£27.02

These rates are based on the 2025-26 Pay Offer calculated on a 37-hour work week (moving to 36 hours in April 2026).

Placement on salary scale is dependent on confirmation of previous relevant NHS service. (Rates based on a 37-hour work week, moving to 36 hours in April 2026). Shift patterns typically command an average uplift of around 33% in addition to the basic salary, depending on the rota.

These figures are indicative only and cannot be guaranteed.

Benefits

We also offer you many supportive policies to enhance your employee journey and we have a comprehensive Employee Assistance Programme and Cycle to Work Scheme,

As an NHS Lothian employee, you will be entitled to:

- The equivalent of 35 days annual leave, pro-rata (rising to 41 days after 10 years' service). *This figure includes public holiday allowance.*
- Enhanced pay for working during out of hours period (see above table)
- Enrolment into the Scottish Public Pensions Agency ([SPPA](#)) pension scheme
- NHS discounts on goods and services, access to [Blue Light Card](#)
- Access to [Cycle to Work Scheme](#)
- A range of [employee support and assistance](#) programs

Ready to Apply?

If this sounds like the right opportunity for you, we'd love to hear from you. Please download the Job Description, Person Specification and Job Pack, and apply online via [NHS Scotland JobTrain](#).

We recommend reading all the information provided to help you submit the strongest application possible.

The closing date for applications is midnight on the advertised closing date but please don't wait until the last minute, as we may close the advert early if we receive a high volume of applications

Recruitment Timeline

Advert closing date	As per the advert
Shortlisting finalised by hiring manager(s)	One week after the closing date
Interviews	Commencing 2 weeks after shortlisting is finalised
Potential start date *	The start date is expected to be around 6 – 8 weeks after the initial verbal offer, once references and all pre-employment checks are complete, the successful candidate will be sent their Formal Job Offer. Delays in receiving references or incomplete checks may postpone the start date or result in the offer being withdrawn.
Training schedule	Corporate Induction and local induction will be delivered at start of post. On starting in post, you'll complete a 12-week probation period in line with NHS Scotland policy. Training will focus on 1:1 support and shadowing, giving you hands-on experience and guidance from experienced team members to help build your confidence in the role. Continued employment is dependent on successful completion of the 12-week probationary period

*** The start date will be dependent on mutually agreed timeline and an unconditional offer of post will only be made once all pre-employment checks are satisfactorily completed.**