



# Service Support Coordinator

## 027646

Job Pack

July 2020



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# Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this role. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

**David Miller**  
**Director of Workforce, NHS 24**



## Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

# Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

## Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

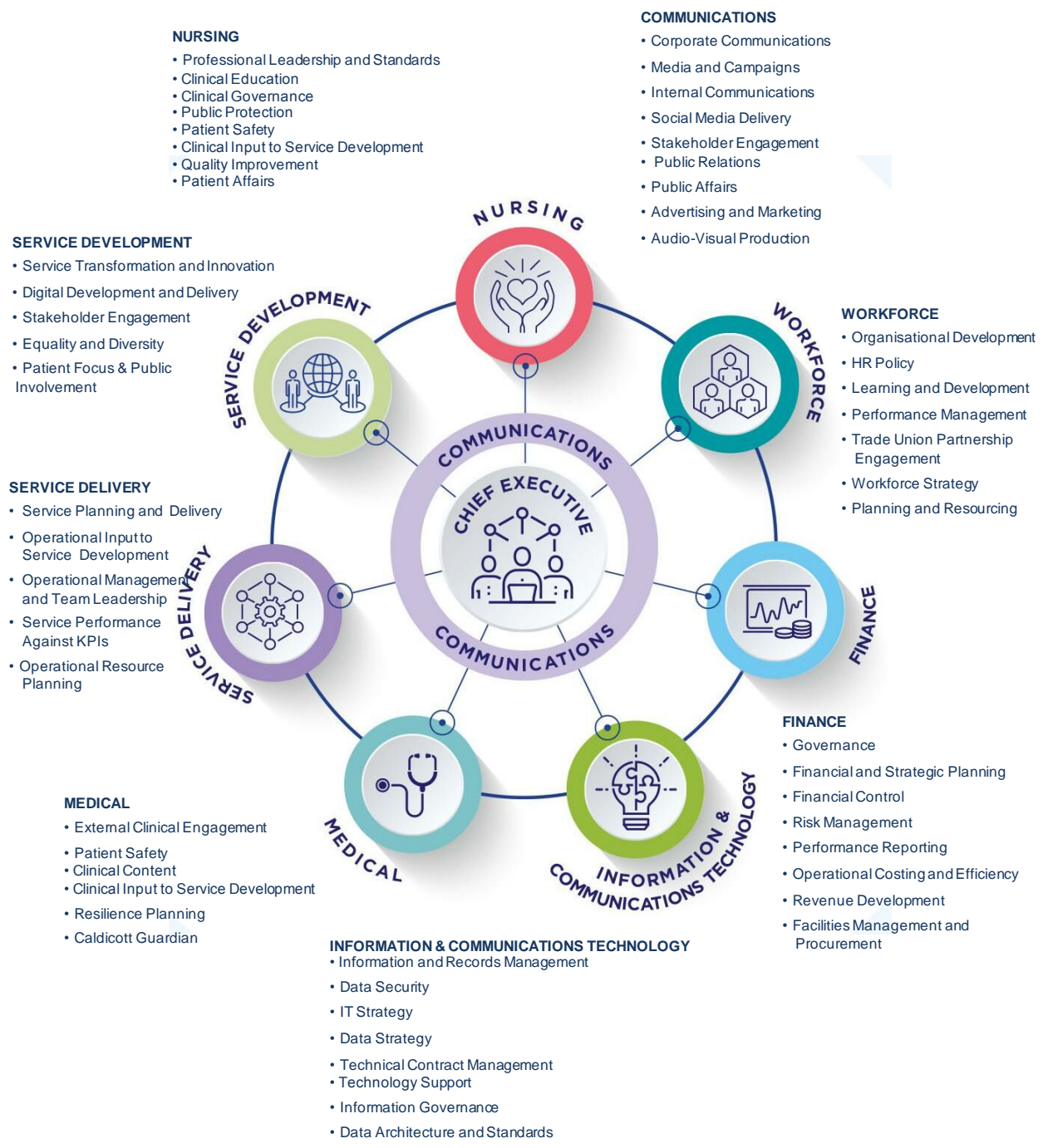
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists, the diversity of our workforce reflects the constantly evolving needs of our patients.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

For example:

- People across Scotland can call NHS 24 using the free phone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish Ambulance Service to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, Breathing Space, Living Life and Quit Your Way Scotland. Some of these services are available to the public via a range of delivery channels, including the internet, over the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and Festive periods.

# Our Structure



# Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Musculoskeletal Advice & Triage Service (MSK), Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

# Our Centres

There are four NHS 24 Regional Centres, two located in the West, one in the East and one in the North as well as our Lightyear Building in Paisley. This post is located in Cardonald or Lightyear.

## Cardonald Regional Centre

Caledonia House  
Fifty Pitches Road  
Cardonald Park  
Glasgow  
G51 4EB



The surrounding area benefits from exceptional public transport links, many of which directly serve Cardonald Park.

Cardonald has a dedicated railway station which is approximately a 10 minutes walk from C&A services to Glasgow Central Railway Station, (7 minutes) and Paisley Gilmour Street Station intervals.

There are numerous bus routes nearby which link Cardonald to Hillington, Braehead and Paisley as well as a number of the services linking direct to Glasgow city centre.

- Braehead Shopping Centre 5 mins
- Glasgow City Centre 8 mins
- Glasgow International Airport 10 mins
- Glasgow's West End 15 mins
- Edinburgh 60 mins

## Lightyear Regional Centre

9 Marchburn Drive  
Glasgow Airport Business Park  
Paisley  
PA3 2SJ



### Getting There

#### By car

Travelling by car, you would take junction 29 westbound or junction 28 eastbound from the M8.

#### By Train

The nearest train station is Paisley Gilmour Street. The building is approximately 25 minutes walk from the station.

Visit [Scotrail.co.uk](http://Scotrail.co.uk) for train timetables.

[Click here](#) to view the walking route planner from the station to the building, on Google maps.

#### By Bus

There is a wide range of bus links to and around the Glasgow Airport Business Park from Buchanan Bus Station, Paisley Gilmore Street Train Station, and from Glasgows West End and Braehead.

Some routes can be viewed on Glasgow Airport's website, in the section [To and From by Bus](#)

**The site also offers a Bike Hub for staff who cycle to work.**



# The Role

## Service Support Coordinator

This role will provide support to services within an NHS 24 contact centre environment. As a Service Support Coordinator, you will support your NHS 24 colleagues to ensure the delivery of effective and appropriate care is being provided at all times.

The successful candidate will be part of a small, close working Team and should be confident in dealing with a range of duties which includes technical fault investigation and reporting, health and safety matters and facilities management ensuring that the support we provide meets the requirements of the service.

## Skills

The successful candidate should be able to demonstrate that they possess the skills and abilities necessary to effectively fulfil the role. Support and training will be provided, although the essential skills required for this role includes the ability and confidence to be able to work in a small team but also independently when required.

Guidance and training of role requirements will be delivered to equip the successful candidate with the necessary knowledge to be able to work on their own initiative and prioritise effectively.

Due to the nature of our service, the role can be fast moving so the skill and ability to be adaptable to change is important. You should also have the confidence to communicate effectively with your NHS 24 colleagues and visitors to the building.

## Experience

It is essential the candidate has clerical and administration experience, which should include strong evidence of using Microsoft office packages.

You should also have experience and working knowledge of IT investigation and a technical fault reporting system, preferably within a contact centre or similar environment.

Evidence of working face to face with customers or other customer service experience is also essential.

Applicants should also be able to demonstrate evidence of working on own initiative and being solution driven. An understanding and adherence to health and safety systems of work within a contact centre environment is desirable.

## Working patterns

This post involves shift working covering five out of seven days per week. At this time we provide a service between 08:00–20:00 Monday to Friday with weekends being covered 08:00-16:00 but these Shifts are subject to change to meet the demands of the Business. Public Holiday working is also required.

# This Opportunity

<b>Job Reference:</b>	027646
<b>Position Title:</b>	Service Support Coordinator
<b>Hours:</b>	37.5 hours/week
<b>Location:</b>	Cardonald and Lightyear centres
<b>Band:</b>	Band 4
<b>Job Type:</b>	Fixed Term/Secondment opportunity with the potential to last for up to 12 months
<b>Salary:</b>	£22,700 - £24,973 per annum and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

## LOOKING FOR A NEW CHALLENGE WITHIN THE NHS?

This vacancy provides an exciting opportunity to join the Service Support Team. The successful candidate will carry out a very important role within NHS 24 and can expect a variety of duties, including technical fault investigation and reporting, facilities management and health and safety investigation and reporting to ensure the NHS 24 Service continues to support patients requiring our service.

As the service has evolved we are continually looking at best practise and improvement. The successful candidate will work closely with colleagues to review and implement new processes.

## WHO ARE WE LOOKING FOR?

As a Service Support Coordinator, you will work as part of a small team but also independently at times. You will need to be adaptable as the role involves various areas of working and each day can be totally different.

This role requires excellent communication skills and the successful candidate should be flexible and be able to fulfil shift patterns.

## TRAINING

Core Induction will provide an initial welcome to NHS 24.

Training will be provided by the Service Support Team you will be working with.

Your Line Manager will discuss how best to support your ongoing development.

## BENEFITS

NHS 24 offers a complete benefits package, with a temporary contract on Band 4 £22,700 - £24,973. Placement on salary scale and annual leave entitlement is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

## INTERESTED?

Should you wish to discuss this role further please contact Kenny Lewis or Julie Marshall on 0792 018 5465 or 0141 435 3963

# Job Description

**Job Title:** Service Support Coordinator  
**Reporting To:** Service Support Team Leader

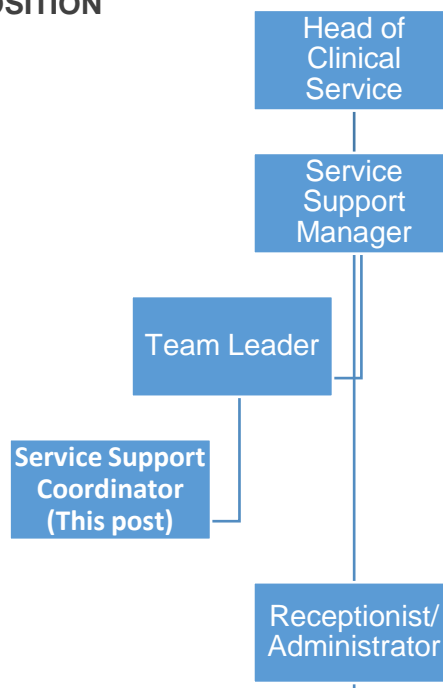
## 1. JOB PURPOSE

To provide a supporting role to all internal staff and external visitors to NHS 24 Contact Centres and demonstrate a professional first point of contact for all.

To provide support in terms of hospitality, facilities, adverse incidents, and general assistance and administration as and when required.

To supporting an ever-changing NHS24 centre, providing support for all frontline staff & managers across the estates covering both the in and out of hours period.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE AND RANGE

NHS 24 is a national service, which operates from 5 contact centres (in Aberdeen, Clydebank and South Queensferry) with HQ based in the Cardonald and Lightyear centres in Glasgow. The post of Service Support Co-ordinator is based in an NHS 24 Contact Centre. The post holder may be required from time to time to travel and spend time within other main centres whilst also providing support for 5 local sites, plus several smaller remote sites.

The post holder will provide first class professional support and administration functions within a NHS 24 Contact Centre ensuring that internal and external requests are executed to the highest standards within NHS guidelines and procedures.

The Service Support Co-ordinator will work in partnership with all contact centre staff and will report directly to the Service Support Team Leader where performance will be reviewed using the system of regular appraisal of performance.

## 4. MAIN DUTIES/RESPONSIBILITIES

### Duties & Responsibilities

- The post holder is responsible for the accurate logging of a wide range of technical systems faults via BT helpdesk and the NHS 24 internal fault database. Excellent communication skills are required to gather details of the actual issue, from non-technical perspective and relay this to the supplier and more importantly receive feedback from the supplier and impart this to the fault reporter in a manner they can understand, especially when the issues are complex. For urgent or national service impacting faults/issues, especially those which are causing significant impact to the delivery of the national service, the post holder will escalate to appropriate parties and senior management teams, whilst continuing to provide suitable levels of support.
- Upon receipt of Adverse Incident Report, (AIR) forms, review to establish the severity and impact of the issue, before inputting the AIR details into the AIR access database. Categorise and decide how best to progress the issue, longer-term, deciding if this matter can be resolved using either internal subject matter experts or by contacting the appropriate external supplier. Short-time use experience and knowledge to consider short-term work-around or temporary resolution e.g.) breakdown of a fax machine and whether another machine could be quickly re-configured and used, short-term, whilst the original is being fixed
- The post holder will be the main point of contact for NHS 24 and should expect to be approached by any member of any NHS 24 service to deal with a wide range of Operational, Clinical, Facilities, Technical and/or H&S issues. All of which will be unexpected and the majority non-routine. The post-holder will remain the point of contact from the moment an issue/fault is identified, until resolved. They must ensure that all stakeholders are kept informed of all developments, liaising with BT, suppliers and staff as required. The post holder must be pro-active in progressing all matters in a timely manner and if required frequently engage with suppliers for updates & anticipated resolution ideas and timescales.
- Conduct regular reviewing and archiving of AIR forms and ensure the AIR database is updated to reflect all Operational, clinical, facilities, technical and health & safety AIR's that have been submitted.
- Responsible for monitoring & responding to the Call Request Mailbox and the maintenance of the call download database and folders. Accessing call records via PRM Viewer/SAP and establishing dates, times and all users involved in call to enable a search through verint with relevant details. Provide requester with a SST email Reply Report (SeRR) containing Inums of call and on occasion downloading calls and win zipping the files. Editing of calls can also be required due to the sensitive nature of information prior to call copy requests being provided to Police Scotland, Freedom of Information, and Solicitors etc., all of which are sent via the NHS 24 Data Protection team.
- Daily Management of wide ranging issues, across the full NHS 24 estate & local sites including health and safety and technical faults. Examples of this would be assisting with adding in Outlook mailboxes to user's profiles. Or talking users through checking sound settings on their desktops following concerns re poor quality sound during calls. Addressing any H&S concerns raised at local sites, providing short term solutions until issue can be fully resolved. The complexity of these issues can be increased with a requirement to obtain detailed information on the precise issue (system, page, skill-set, content & actual issue) and then to provide clear step by step guidance, by telephone, as many requiring support are not located within the same centre and will have little technical awareness of the situation.
- Complete essential daily and Protected Learning Time (PLT) Partner opening and closing time rotas for all partner Health Boards. Identify and escalate to the duty CSM if any rotas do not load as expected. Follow the advice given re the next steps required i.e.) report to BT or liaise with the affected Health Board and support them to resolve. Frequently the reasons for the issues will be unknown and the approach to resolve uncertain.
- Maintain the centre wide list of all operational users, ensuring this is up to date at all times. Regularly audit this to ensure all new starts have been added, leavers removed and team lists

accurate to reflect team changes. Maintaining an accurate list is vital as this is the sole source of data, within the organisation, from which individual and team performance management information is generated.

- Using a web based system, the Service Support Co-ordinator will be responsible for sending text messages to staff with different information as and when requested, such as non-uniform days and overtime opportunities. Update and amend telephone numbers as and when required to ensure all staff who have signed up for this scheme do receive the text messages. Construct the message and programme this to be sent to the appropriate staff groups.
- Undertake stock checks, and maintain adequate stock levels of stationary and staff uniforms at all times. Distribute appropriately. The Service Support Co-Ordinator is required to input orders into the PECOS procurement system which will then seek approval from the authorised budget holder before being sent to the designated supplier. Purchase orders are also required to be submitted into the PECOS system for DSE equipment, IT equipment and Facility works as and when required.
- Working as part of the Service Support team, the post-holder must be pro-active in communicating the management of issues and share knowledge and experience gained particularly in fault resolutions / workarounds. Likewise learning from colleagues to ensure the team are providing a consistent level of support at all times.
- Updating and maintaining numerous excel operational databases and spreadsheets. These include, but are not exclusive to Call Request Database (an audit which details all calls requested and downloaded) Call Review spreadsheets, for all front-line skill-sets. These spreadsheets act as a version control documents, tracking versions and dates of changes.
- The post holder is responsible for the Knowledge Management System (KM) Hardcopy maintenance, ensuring that all information stored is accurate and updated with information received from the Health Information Services team. This includes the details of all locations of care, clinical and dental, across the country and any relevant changes. This is imperative, as it is the business continuity process that will be adopted should the Knowledge Management System fail. The post holder will be responsible for carrying out a biannual audit of folders, across all centres and sites to ensure these are up to date. KM hardcopies are used in the event of system failure to identify the LSDD (Local Service Delivery Details) that are open. These documents are collated in health board order.
- Dealing with a range of technical, clinical, operational, estate management issues, using a wide range of systems and databases the post holder is in a prime position to highlight adjustments, changes and / or improvements. These should be shared with the appropriate leads and or committees giving the post holder an opportunity to influence positive change for the benefit of all.
- Petty Cash Procedure. Within each site there are normally two people (one of which could be this post holder) are identified with the responsibility for security, management and issue of petty cash and the preparation of records. The Petty Cash Cashier acts with the full authority of the Director of Finance and IT. The Petty Cash Cashier is responsible for ensuring that a float of £250 is maintained and will request a top up from Finance via email if required.
- Responsible for creating and modifying building access permissions and disabling ID Badges. The post holder will follow the implemented NHS 24 Security policy/process for this, e.g.) when a member of staff loses a badge. In order to give appropriate area access the post holder will be required to communicate with local security teams to ensure staff are only given access to the areas required. And for staff working in buildings which are not owned by NHS24 or are co-located, restricted site access requires to be given.
- The post holder will plan and undertake take a series of weekly environmental readings, to ensure that the centre remains a safe working environment (checking the building temperature, noise levels, humidity and light readings) in line with regulations. Where a reading falls out with acceptable standards, the post holder will be required to use their judgement to take appropriate action. If required, the post holder may wish to discuss the matter with the Health & Safety Lead, Deputy or Duty CSM to agree the most appropriate action. Example of actions taken could be to reduce/increase temperature set points, switch off lighting if this is thought to be causing staff issues (i.e. migraines/ glare).

- The post holder will carry out regular First Aid Kit Audits to ensure each kit is fully stocked and that all items are in date. If items are out of date, then the post holder will generate an order with the appropriate supplier via PECOS to ensure that the kits are fully stocked. First Aid Kit Audits are carried out regularly by another member of the Service Support team. The post holder can be asked to do either of these tasks.
- The post holder co-ordinate and undertake Work Place Inspections. This involves thorough checks being made on housekeeping to ensure NHS 24 maintain a safe working environment and avoid work place hazards. E.g.)
  - A) ensuring all electrical equipment and cabling is checked to ensure safely stored and all have up to date PAT testing,
  - B) All Health & Safety signs are fully visible in the correct place and up to date,
  - C) All fire extinguishers are fully tested
  - D) Fire alarms have been carried out within an agreed time period.
- The post holder will carry out general housekeeping duties on a daily basis such as ensuring cabling is not exposed, fire exits are clear and hazard free. They will also look for any spills and/or obstacles, such as cleaning signs no longer required that could be a trip hazard. Standard daily housekeeping checks include :
  - Stationary/Printer Stock check
  - Tea/coffee/Sugar etc. stock check
  - Plastic Cups at Water Machines
  - Check for broken footstools
  - Toner recycling
  - Emptying shredders and paper bins.
  - Proactive Hard Equipment Check including :
    - Fax Machines.
    - Spider Conference Phones
    - Dishwasher
    - Plasma Screens
    - Printers
  - Daily VCU, Laptop and projector testing.
  - Weekly Workstation Readiness checks on IT equipment. .
  - Regular PC restarts.

Address any headset issues highlighted by staff, return headsets under warranty and issue replacement equipment or non-standard headsets as required.
- DSE. The post holder is DSE trained to advise staff on giving general advice after the user completes their DSE Assessment. The post holder is required to use their judgement to escalate to Health and Safety Lead, if appropriate. They also store, log and scan all received DSE forms to HR.
- The post holder is responsible for sorting and franking mail for every department including special and recorded deliveries and where required arranging external couriers for all departments.
- The post holder will be required to provide reception cover, which involves coordination of room bookings, meetings, and ordering of catering facilities. It is vital that the correct security procedure is followed for any visitors i.e. confidentiality forms are completed when required and the allocation of security access/visitor badges. The reception desk duties also extend to CCTV monitoring of the building & entrance to the reception area.
- Completion of a weekly audit of timesheets ensuring any discrepancies identified are passed back to the appropriate team lead for action. Once audited, the timesheets require to be filed & appropriately logged before being despatched off-site for storage. The logging of information is essential to support an effective retrieval process. This includes marrying up the bar-codes provided by the off-site storage company to the logs. Any discrepancies found during the weekly 10% audit are passed back to the appropriate team leader for action. After an agreed retention period, the timesheets require to be recalled from the off-site storage company and

destroyed. Again details of this process require to be captured for audit purposes.

- Operator Chair Servicing and Maintenance is carried out annually by an external company for all the chairs within each site. The post holder is responsible of arranging for the site visit to be carried out and arranging repair for chairs with identified issues/faults
- Health & Safety activity planner produced by the SST Manager/Team Leader is checked to ensure all audits and H&S communications to staff are being completed on time. The post holder is required to email communications to relevant staff and post communications throughout the centres. And to liaise H&S representative to co-ordinate annual H&S audits.
- Regular and effective communicate with colleagues in other NHS24 contact centres to share knowledge, shared learning and ensure consistency of service across sites. Training of new staff on SST process and procedures.
- Checking and updating all the essential information in the battle box, which is used in the event of Business Continuity. This includes maintaining emergency staff contacts telephone numbers, a copy of the business contingency procedures, a list of all updated (Health Boards) fax numbers and on call rotas. The box should also contain a, torch, fire jacket and evacuation phone which is required to be fully charged at all times.
- Facilities management includes liaising with the weekly handy man for any less urgent maintenance issues. Liaising with estates maintenance for more urgent maintenance or building issues. Liaising with facility contract provider for larger maintenance and housekeeping issues. Anything reported will be monitored by the team from start to completion.
- Assist staff and managers to set-up and operate the Video conferencing facilities across centres, especially when potential faults are identified.
- Add, delete and change messages on the Wallboards, as and when instructed.
- Daily, check and replenish milk stocks in each centre.
- On an ongoing basis, train and educate a wide range of staff on a variety of tasks. From the completion of AIR forms & the completion of DSE assessment forms to altering settings on PCs, using Video Conferencing facilities and operating telephones/fax/ printing and scanning facilities.

## 5. SYSTEMS AND EQUIPMENT

- Verint Call recording system - used for retrieving requested calls and checking user permissions reflect their business role
- Contact Viewer – used for historical call retrieval on legacy system and administration of user permissions
- Symposium Web Client – restrict permissions for leavers.
- Adverse Incident Database – Administration, data entry, query and report building within Microsoft Access database
- Call Download Database - Administration, data entry, query and report building within Microsoft Access database
- PRM – Patient Relationship Management system – require to access legacy system viewer to assist with historical investigations / call requests
- SugarCRM - user administration of new users/leavers /role changes
- SAP Systems – used for Patient Records Access & Views, Reporting, Knowledge management, Soft phone Telephony queues and user groups, checking rotas, on line monitoring, inputting wallboard messages
- Consultation Call Reviews– concise data entry of call reviews required for statistical reporting
- Microsoft office systems – daily use of outlook, word, excel, power point, Access
- Video Conference Unit – regular testing of equipment and assisting users with system set up and use
- Contact Centre equipment – supporting user requirements with Meridian Telephones, Headsets, LCD Projector, Fax Machine, photocopiers etc.
- Computers – using and maintaining service of all desktop PCs / laptops and computer accessories
- Room Bookings / Catering Facilities for internal and external staff

- Contact Centre Facilities – reporting any issues with building facilities / fittings / fabrication
- PECOS Procurement Manager – used for raising purchase orders
- BT Remedy – used to monitor status of BT incidents
- Wallboards – maintaining message system for frontline staff
- SSTS – used for auditing staff timesheets, expenses
- Cardax – used for creating ID badges to maintain user access control
- CCTV
- Text Messaging Web Based System - used to issue staff comms
- WFM /Total View – Used to check / update staff rotas as requested
- CIPHR – Update information on own attendance and annual leave.

## 6. DECISIONS AND JUDGEMENTS

- The post holder is the first point of contact for front line staff (all services and all skill-sets) support. Using initiative to deal with queries but knowing when to escalate to senior management in line with service level agreements.
- This post holder is supervised by the Service Support Manager but is expected to use own initiative and make decisions within defined parameters, although advice is available when required.
- The post-holder is required to work autonomously to manage the allocation of workloads, ensuring that all tasks and reporting is completed within agreed timescales. Liaise with stakeholders to communicate progress.
- The post-holder is required to respond and assist staff to deal with all ad-hoc issues and unplanned interruptions as and when they arise.
- Required to deal with technical faults, ranging in degrees of complexity in relation to all NHS 24 equipment, This includes but not exclusive to complex issues with air conditioning, and a range of different desk-top applications (SAP,SUGAR,WFM) to fax machines and electronic kitchen equipment (Urns / Fridges). Initially, detailed analysis is required to first understand what the potential fault could be, assessment of the impact, before using experience to assess how best to resolve
- In the event of a significant national system failure, the post-holder is required to re-prioritise and adjust workload accordingly in order to fully support the major event, whilst ensuring other essential tasks , particularly compliance and safety issues are also completed
- To investigate adverse incidents, ensuing appropriate prioritisation, taking into account the risks involved to employee and patient safety.
- The role involves a high level of problem resolution and conflicting priorities, which require careful time management. The post holder will be expected to identify issues, interpret the matter and to action accordingly. This may involve introducing short term remedies or deciding to immediately escalate to others (within the team or key stakeholders).
- Required to forge strong working relationships across all levels both internal and external to NHS24, develop rapport and gain credibility with senior managers.
- Continually consider how any issues raised in relation to H&S, Facilities, Technical & Operational faults/issues etc. may impact on other Health Boards with whom NHS 24 is co-located. As a key member of the H&S team there is a requirement to suggest and influence changes to policy and procedures, especially those generated from the learning of managing actual real events/issues.

## 7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to have good communication skills, as they will be required to develop positive and proactive working relationships with the extensive list of Internal and External staff and stakeholders shown below.

The post holder will be required to liaise and negotiate with external service providers on behalf of NHS 24 with progression of incidents or resolution/timescales, especially when it relates to

national service impacting events or centre wide H&S issues which are directly impacting the working environment.

This may also extend to challenging and pro-longed discussions / negotiations with other co-located Health Boards & their facility management teams who may not be supported of NHS 24 issues, particularly if the suggested solutions impact their areas of work. At times an agreed negotiated compromise may be the best outcome for all parties concerned.

The ability to remain calm, use tact and diplomacy to obtain relevant information from staff/contractors who are angry or upset by ongoing system issues. The post holder requires to be empathic and have the ability to defuse contentious situations.

An effective, professional relationship is critical in order to optimise cooperation between Directorates and joint working. On a regular basis Service Support, require to develop relationships and establish regular communication with supplier support services – close links need to be established with all support teams for any issues, which may arise, or for further development work. Clear communication required to complete any tasks necessary, especially when support teams are offsite.

The post holder will have to adapt their communication to ensure that staff with limited technical knowledge have an understanding of the issue(s). And are able to verbalise all instructions clearly and concisely, since many of the issues being addressed will be required to be undertaken remotely.

#### **Internal**

- Service Support Manager
- Clinical Service Managers
- Associate Director of Operations and Nursing
- Heads Of Clinical Services
- Team Leaders
- Service Support Teams
- Contact Centre Front-line staff – ALL front-line services
- Training Department
- Technology Department
- Human Resources
- Central Resource Team
- All NHS 24 PA's
- SAS Partners
- Co-located Health Boards & Facility Management Teams
- Staff Side Colleagues

#### **External**

- BT Helpdesk
- Contractors (Facilities)
- National Services Scotland
- Security

### **8. Most Challenging parts of the job**

- Concentration and multi-tasking due to continual interruptions and a wide range of issues.
- Prioritisation of workload , multi-tasking and time management required within a fast moving environment
- Working with an wide array of applications and systems
- Adverse incident reporting ensuring the appropriate escalation process is being followed at all times

- Emotional effort – frequent exposure to highly distressing content when undertaking the call download process.
- Dealing with staff/contractors who may be frustrated or panicked at the failure of their system / equipment and who want it fixed immediately
- When dealing with significant service impacting events, obtaining a clear and consistent understanding of the specific issue especially if more than one site is impacted.

## 9. Physical Demands of the Job

### Physical

- Daily manual handling required daily for stocking up (stationary, refreshments, printers etc.), dealing with deliveries, emptying shredders and paper bins.
- Moving video conferencing units between offices.
- Reasonable level of mobility undertaking frequent workplace inspections
- Reasonable levels of agility to access desktops, cabling and electrical appliances stored under desks or placed out of reach (to avoid hazards)

### Mental

- There can be a daily requirement for sitting at computer for large periods of the day which requires continuous periods of concentration to ensure accuracy e.g.) Call downloading for Information Governance
- The SS Co-Ordinator can expect to be interrupted on a regular basis during their shift, by any member of staff, and the nature of the interruptions is unpredictable (reasons range from facility issues, to discovering hazards, faulty equipment, lost & found items)

### Emotional

- Frequent exposure to highly distressing content such as child abuse/domestic violence/death, when undertaking the call download process. Likewise when reading to redact such content to ensure no patient identifiable information is not visible on information being sent to Third Parties.

### Working Conditions

- Travelling between contact centres and local sites for staffing coverage and Workplace Inspections.
- Shift work on a rotational basis including weekends.
- This post holder will be required to spend long hours using VDU.
- Exposure to unpleasant working conditions (blocked drains/toilets) & some hazards conditions (exposed cabling).

## 10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

### Essential

- General administration experience to a HNC level or equivalent.

Further additional experience in the following areas:

- customer focused/ related environment
  - working in or with an 'in house' Fault desk department
  - dealing with and knowledge of H&S regulations
  - undertaking Work Place inspections
  - using office software packages including, excel, power point, Microsoft Word.
- Ability to work autonomously or as a fully supportive and integrated team player
  - contributing to effective performance in achieving strategic goals for the Department.

### **Desirable**

- Experience in NHS or public sector
- Knowledge of patient focused environment
- Experience of working within a contact centre environment
- DSE trained

### **Personal Qualities/skills**

- Good communication skills
- Good analytical skills, numerate and literate.
- Ability to prioritise workload and balance conflicting priorities
- Team Player
- Adaptability
- Innovative Thinking
- Receptive to Change
- Problem solving
- Manage interruptions
- Willingness to help others.
- Remain focussed & calm in a crisis.

# Recruitment

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Short listing** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

## QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team on 0141 337 4565 or email [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

## GENERAL:

### Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

### Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

## APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on Friday 14<sup>th</sup> August 2020.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

\*Candidates submitted via Recruitment Agencies will not be considered for this post.