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| 1. **JOB IDENTIFICATION**   **Job Title: Switchboard Supervisor/Quality & Training Officer**  **Responsible to: Switchboard Manager**  **Department: Telecommunications**  **Directorate: E-Health Operations** |
| **2. JOB PURPOSE** |
| The post-holder will facilitate, design and deliver a range of training and development solutions for the contact centre staff in response to local and nationally identified needs.  The post-holder will also have key involvement in the implementation and maintenance of Agenda For Change knowledge and skills Framework, PDP’s, ISO, IIP-Investors in People and SVQ. |
| **3. ROLE OF DEPARTMENT** |
| The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.    This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.    The eHealth Directorate has approximately 1,642 staff, a revenue budget of approximately £70.7m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £7-8m and non-recurring eHealth budget of approximately £13.2m.  The eHealth Directorate comprises the following departments:   * **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. In addition, Information security and compliance. * **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development. * **Innovation** – responsible for development and delivery of eHealth enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community. * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence. * **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services. * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| The post-holder will provide training opportunities for staff in the Contact Centre, including the induction for new staff, refresher training and ad hoc training. In addition, the post-holder will be involved with the development and delivery of awareness programmes and training interventions in response to new policies and service developments within the organisation. Part of the training will be designed and delivered in house.   * Statutory training such as Fire, H&S and Landlord compliance * Departmental and Corporate Induction * Team brief training * PDP Appraisal training * Agenda for Change Awareness * Conflict Handling * Other training attendances such as ISO, IIP and NVQS.   Will provide line management support for a group of Team Leaders. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| The post-holder as Switchboard Supervisor (Quality & Training Officer) will play a key part in training staff to improve the success of the Contact Centre team. The Key duties will be as follows:   * Refresher and annual emergency procedures training * Individual and group coaching. * Delivering training in the areas of current and new technology, fault handling and general call handling and directory enquiry call processing * Track, monitor and report on operator performance. * Identify training gaps and provide solutions as to relevant courses to improve individual skill sets. * Liaise with Switchboard Manager Regards training and coaching issues and ensure that such matters meet the needs of the functioning of the department. * Provide training in Counselling and Disciplinary process and procedures to Team Leaders. * Responsible for line management of group of Team Leaders.   **Quality**   * To design and implement quality assurance mechanisms, including business continuity and risk management. * Ensure a customer service Best Practice and Best value Approach is applied to all services offered within the Contact Centre * To develop, implement and maintain effective monitoring and review mechanism to ensure continuous improvement in delivery of services, including development of close working relationship with representatives of all services are utilising the services of the Contact Centre.   **Training & Development**   * Design, develop and deliver a range of training interventions to address the needs of the organisation and individuals within it so that individual staff develops the appropriate skills to carry out their duties efficiently. * To manage and facilitate the Division’s corporate induction programme which ensures that all new staff understand the culture and key goals of the organisation. * To manage the administration of the Contact Centre Staff training profiles so that accurate records are kept of individuals who attended courses and the evaluation of all courses run within the Contact Centre.   **PDP/Appraisal**   * Carry out bi- annual audits of PDP and Appraisals across the Contact Centre so that an accurate picture of how each individual is contributing to the process. * Provide advice and training to Team Leaders and other Managers within the Contact Centre to enable them to write PDP’s and carry out the development review process. This will link the organisational and individual development needs of the department, * The post holder is expected to provide advice and training for the Team Leaders on both sites to enable them to thrive and support the Operators in all aspects of their roles. This includes empowering Team Leaders to create their own PDP’s and in carrying out the development review process.   **Knowledge and Skills Framework**  With the assistance of the Senior Management Team identify how to link the KSF development review process to meet e-health compliance targets. Systems & Technique Training   * Identify appropriate training for Team Leaders and Operators and work in conjunction with the Switchboard Manager and Technical Services Manager to provide training on new systems for General Practitioners, new clinical services and relocated staff groups. * Deliver training on the IX Attendant Operator Console Solution and good practice in customer service call handling to all staff within switchboard locations. * Provide advice and guidance to callers who are experiencing difficulties with technology or service   **General Responsibilities**   * To provide mentoring/coaching/supervision as appropriate to Team Leaders and Operators in order to achieve both the objectives and the personal development of the individuals. * Update records for department by recording the number of days training provided to members of the department. * Champion the introduction of new procedure and /or new equipment/technology ensuring all department SOP are updated to reflect any required changes. * The post-holder will be responsible for the maintenance of the IX Attendant phonebook element is input using agreed SOP.   The post-holder will be responsible for ensuring that Major Incident training is completed on a regular basis to allow staff to be confident when these situations occur. |
| **7a&b. EQUIPMENT AND MACHINERY AND SYSTEMS** |
| • Avaya IX Attendant Screen Base consoles & and Fire/Clinical Emergency telephones.  • Multitone Access paging system  • All control panels for various alarms  • Rotawatch  • NICE Call Recording  • Hypercentral stats package  The post involves extensive use of Information Technology for the purposes of information management and personal development and adhering to agreed Key Performance Indicators. |
| **8. DECISIONS AND JUDGEMENTS** |
| The post-holder will have significant autonomy and self direction in relation to prioritising and managing their workload. They will initiate their own key result areas and will also identify areas of work which will be carried out in collaboration with the Team Leaders while ensuring any issues are discussed and agreed with the Switchboard Manager to agree work plan and improve and develop the department  The post holder is required to make judgements on the ongoing and development needs of all staff within the switchboard.  The post-holder will be required to set KRA’s and objectives in accordance with NHS GG&C policy and they will have regular reviews with the Switchboard Manager to achieve these. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder reports to the Switchboard Manager and has Direct Line Manager responsibility for a group of Team Leaders (4). To provide advice, guidance and support and to facilitate training solutions for individual members of staff.  The post-holder is required to communicate with and develop good working relationships with a range of internal and external callers who may have particular requests in relation to the service (these include, colleagues, other NHS GG&C staff of all grades, contractors and general public. Communication is primarily face-to-face.  The post-holder will directly link to the Training & Development and Organisational Development teams in NHS GG&C  The post-holder will provide advice, guidance and support to individual members of staff to assist in addressing their training needs.  .  In addition the post-holder can be called upon to provide advice and support to individual members of their team who are having difficulty in carrying out their tasks or seeking confidential support and training advice. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| |  | | --- | | The post-holder requires keyboard and PC skills as they are required to utilise a number of software packages.  Dealing with sensitive staffing issues at times can be challenging, this includes advising and supporting managers on appropriate responses to performance issues (e.g. what training would be appropriate for individuals or if training is appropriate at all).  The post-holder will support staff who may have concerns regarding the content of their Personal Development Plan(s) and require advice on addressing issues with their manager. | |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Communicating complex issues to a range of staff requires a high level of skill in negotiation and influence.  The post holder is required to ensure ‘buy in’ approach along with participation from management for the training and development of their staff. These skills are particularly vital when the audience is not responsive to changes suggestions being made. For the training and development of them and their staff.  Balancing the demands of all the training requirements for individuals without impacting on the  smooth running of the Switchboard. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Excellent communication and presentation skills. * Flexibility and adaptability. * Organisational skills. * Initiative. * Teamwork. * Ability to work under pressure. * 2 years line management experience. * Previous training co-ordination experience advantageous but not essential. * Ability to communicate with staff across all levels. * Self-reliant |

**History:**

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| **Version** | **Date** | **Comment** |
| V1.00 |  | Caje NA934 |
| V1.01 | 12/09/2023 | Transferred to current JD Template.  Updated with current departmental and organisational information. |