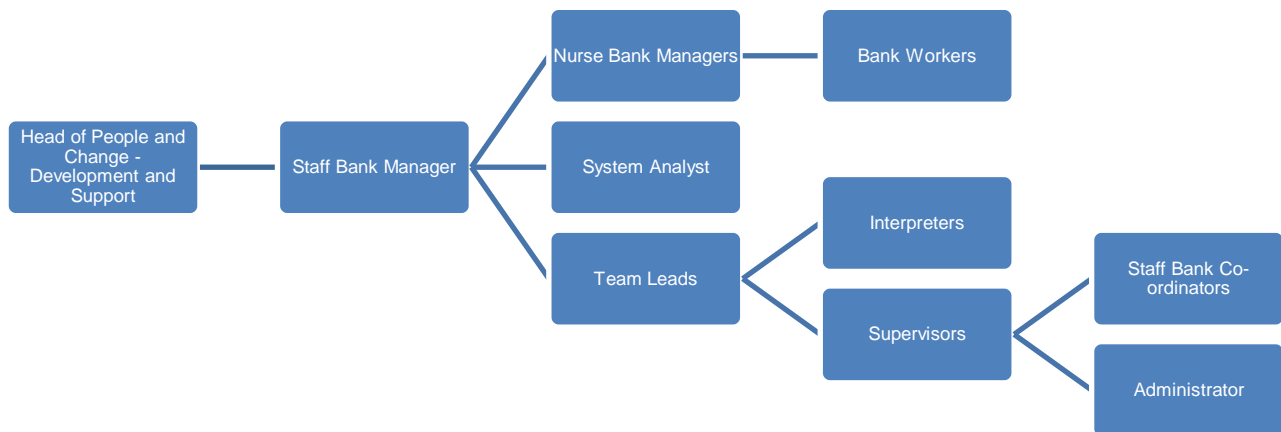


**NHS GREATER GLASGOW & CLYDE
JOB DESCRIPTION**

1. Job Identification	
Job Title:	Staff Bank Co-ordinator
Department(s):	Staff Bank Service
Directorate	Human Resources and Organisational Development
Job Reference Number (coded):	
Last Updated	16 January 2020
2. Job Purpose	
<p>Working as part of our Staff Bank customer service team, this role is the first point of contact for enquiries and bookings for the NHS Greater Glasgow and Clyde (NHSGGC) Staff Bank Service.</p> <p>The Staff Bank Service organises supplementary staffing and bank services to support service delivery across NHSGGC.</p> <p>The Staff Bank Coordinator provides a prompt and courteous response to staffing requests, processing shift bookings, timesheets and dealing with routine pay enquiries as part of a varied workload.</p>	
3. Role of Function	
<p>The Staff Bank Service is part of the Support Service's function within the Human Resources and Organisational Development Directorate.</p> <p>The Staff Bank Service is responsible for supplying and coordinating supplementary staffing and interpreting services to NHSGGC and across the west of Scotland.</p> <p>High performance of the Staff Bank Service is critical to service areas, to ensure safe staffing levels and provision of services for non-English speaking patients.</p> <p>Staff Bank services are available to patients and services users all year round, through online and office provision.</p>	
4. Scope and Range	
<ul style="list-style-type: none"> • We have around 27 colleagues in our Staff Bank contact centre team and the service operates between 8.00 am and 8.30 pm over 7 days. • We deal with around 900 shift and assignment requests daily and aim to achieve over 80% fill rate for shifts and over 90% for assignments. • As a busy NHS service, demand for supplementary staff and assignments vary during the year and we work flexibly to deal with this and help our colleagues deliver services to our patients and communities. • The Staff Bank Coordinator works as part of a team to fulfil shift and assignment bookings across all Staff Bank Services. • Working in a busy contact centre environment, there is an ongoing need for review of work priorities and efficient working to meet service demands and requirements. • The contact centre as regular engagement and communication with all Bank Workers, including Interpreters, Nurses and Midwives, Doctors and Administrative and Clerical bank workers. 	

Organisation Chart



5. Main Duties and Responsibilities

Enquiries and Support

- Responding to a wide range of queries from service users, interpreters and bank workers, which may include logging assignments and shifts, updating workers availability, amending staffing requirements, matching and booking bank workers into jobs.
- Resolve pay enquiries, and engage with Bank Workers, Service Managers and Payroll to verify and process timesheets, time adjustments and travel expenses, chase up unsigned timesheets, extract and submit payroll reports.
- As part of Wage Liaison Team create reports and excel spreadsheets for submission to payroll.
- To meet agreed team and individual performance targets, use initiative and problem solving skills to determine shift priority, consider continual improvements, and maximise output.

Information Systems

- Provide system access, training and support for Managers and Bank Workers.
- Maintain the Bank Staff system with Bank Worker personal details including email address, phone numbers and also record cancellations and non-attendance, escalating any concerns identified to Supervisors or Team Leads.

Policies and Procedures

- Ensure compliance with all Standard Operating Procedures, including use of external agencies.
- Develop Standard Operating Procedures, to ensure consistency, efficiency, and best practice.
- Train, support and buddy new team members in system and SOP's.
- Process leave and absence requests to ensure accurate recording and data entry.
- Promptly refer any escalated concerns to the management of the Staff Bank Service

Administration and Clerical Support

- To provide clerical support in the Bank Worker recruitment process.
- Contribute to Bank Open/Information and Recruitment days/sessions.

6. Systems and Equipment

- Staff Bank Service Booking System, Health Roster, SSTS and e-Payroll
- Telephony System, utilising headset technology.
- Navigation with external providers system, such as agency and contractor systems.
- Microsoft Office including Outlook, Word, Excel and use of the Internet.
- Day to day office equipment, such as copiers, printers, accessing networked folders.
- Personal and self-development on Turas, LearnPro and eESS.

7. Decisions and Judgements

- Exercise own judgement when prioritising daily workload i.e. decide which booking requests take priority e.g. short notice shifts / urgent face to face interpreter required.
- Follow established SOPs and adhere to all NHS/GGC policies such as, Data Protection, Confidentiality and Health and Safety in carrying out the duties of the role.
- Exercise judgement to resolve enquiries during unsupervised hours.
- Escalate significant concerns and issues to management team during unsupervised hours.
- Required to assess all information contained within booking requests and match appropriate bank staff accordingly e.g. correct language skill or Grade of Nurse /Doctor.

8. Communications and Relationships

- The first point of contact for service users, bank workers and external organisations e.g. recruitment agencies
- Communicate and liaise effectively and professionally both in writing and verbally between service colleagues, service users and bank workers, responding clearly and courteously
- Required to extract sufficient information on calls or emails/bookings, to ensure that the appropriate action is taken, using questioning skills, empathy and understanding.

Maintain excellent, professional and respectful working relationships with all colleagues.

Maintain excellent and professional relationships with front line clinical and non-clinical teams to assist in ensuring the smooth operation of the Staff Bank Service

Key contacts may include:

- Colleagues
- Bank Workers and Interpreters
- Service Colleagues including Service Managers, Senior Charge Nurses, Lead Nurses, Ward Staff, Reception staff, GP Practice managers, Consultants, Clinical Service Managers.
- Support services e.g. Medical Records, Human Resource, Payroll and IT support.
- Regional NHS Boards
- Agencies and Contractors

9. Physical Demands of the Job

- Extensive use of pc and telephone headset for the majority of shift.
- Requires accurate and quick keyboard skills to enter data into the Staff Bank Booking system.
- Sit at a work station for the majority of their shift.
- High level of concentration.
- Emotional demands – exposure to personal/sensitive information from service users and workers.

10. Most Challenging /Difficult Parts of the Job

- High levels of customer service and communication skills required
- Engage with bank workers and service users who are multi lingual.
- Dealing with complaints, where an issue has arisen in relation to the temporary booking assignment e.g. assigned bank worker has cancelled/delayed payment of shift
- Ensuring accuracy of information received in regards bank staff booking requests
- Ability to work under pressure and respond to seasonal demands for supplementary staffing.
- Ability to handle sensitive enquiries and show empathy and support.

PERSON SPECIFICATION
Staff Bank Service - Resource Co-ordinator

CRITERIA	ESSENTIAL	DESIRABLE
Education, Training and Qualifications	<ul style="list-style-type: none"> • SCQF Level 5 or equivalent demonstrable experience. • Good working knowledge of Microsoft Office including Outlook, Word, and Excel and excellent keyboard skills. 	<ul style="list-style-type: none"> • Recognised qualification in IT skills e.g. ECDL
Experience, Skills and Knowledge	<p><u>Organisational</u></p> <ul style="list-style-type: none"> • Share values of NHS Greater Glasgow and Clyde and adherence to Policies and Procedures. • Attention to detail and accurate data entry skills. • Ability to use own initiative and work flexibly maintaining a high standard of approach to work duties and following SOPs. <p><u>Personal</u></p> <ul style="list-style-type: none"> • Experience of working in a team. • Experience of interpersonal skills with the ability to communicate effectively both verbally and in writing. • Ability to remain calm whilst working in a busy high volume environment. • Ability to work on own initiative with minimal supervision. • Ability to prioritise own workload and work flexibly to meet the organisational needs of the service as well as team and individual performance targets. • Ability to maintain confidentiality at all times. • Ensure equality and diversity in the working environment. <p><u>System</u></p> <ul style="list-style-type: none"> • Experience in a telephone based customer service environment. • Experience of logging/extracting information from data base systems. 	<ul style="list-style-type: none"> • Experience of working within a high volume temporary staffing/ recruitment environment. • Ability to adapt to changing priorities and tasks. • Geographical knowledge of the NHS GGC operational area e.g. location of Acute Hospital sites across Greater Glasgow and Clyde