

**JOB DESCRIPTION**

**Part-time Switchboard Operator**

|  |  |
| --- | --- |
| **1.** | **JOB IDENTIFICATION** |
|  | **Job Title:** | Part-time Switchboard Operator |
|  | **Responsible to:** | Switchboard Supervisor (day to day service) |
|  | **Department(s):** | eHealth Infrastructure Services Telecoms |
|  | **Directorate:** | Corporate Support Services |
|  | **Operating Division:** | NHS Ayrshire Arran |
|  |  |  |
|  | **No. of Job Holders:** | 1 |
|  | **Last Update:** | 13/12/18 |

|  |  |
| --- | --- |
| **2.** | **JOB PURPOSE** |
|  | To provide an efficient telecommunications switchboard service, internal and external paging systems including Fire Team, Cardiac Arrest and Trauma Teams, and Call Out in event of Major Incidents, Accidents or Bomb Threats throughout all sites across the NHS Ayrshire & Arran area.  |

|  |  |
| --- | --- |
| **3.** | **DIMENSIONS** |
|  | The Jobholder is employed to work within NHS Ayrshire & Arran Customer Support Services, Digital Services (Telecoms) and is directly responsible to the Switchboard Supervisor for the operation of the Switchboard within Crosshouse Hospital. Provision of services vary between each site, e.g.:Sitescovered: * Ayr Hospital
* Ailsa Hospital
* Arrol Park
* Biggart Hospital
* Crosshouse Hospital
* Ayrshire Central Hospital

The Switchboard is operational 24 hours per day, 7 days per week with Operators working either rotational or set shifts throughout. |

|  |  |
| --- | --- |
| **4.** | **ORGANISATIONAL POSITION** |
|  | Assistant Director of eHealth and Infrastructure ServicesHead of eHealth/Service DeliveryDigital Service Support ManagerSwitchboard SupervisorSwitchboard/Telecommunication OperatorsBANK Switchboard/Telecommunication OperatorsStaff Bank Manager |

|  |  |
| --- | --- |
| **5.** | **ROLE OF DEPARTMENT** |
|  | * Provide and maintain an efficient communication network throughout the NHS Ayrshire & Arran Health Board area with the provision of:-
* switchboard services
* call management information
* technical expertise
* general management of all telecommunication services
* Provide an efficient, satisfactory and cost-efficient service to Staff, Patients and the General Public
* Meet the telecommunication requirements of NHS Ayrshire & Arran, taking account of changing and expanding services
 |

|  |  |
| --- | --- |
| **6.** | **KEY RESULT AREAS** |
|  | * The Jobholder is the first point of contact for the general public, management, staff and other sources when answering calls at the switchboard and is responsible for:-
* interpreting which department, or person, the caller wishes transferred to;
* interpreting unfamiliar terminology and trying to understand what is meant;
* dealing with calls from distressed relatives;
* knowledge of Clinic locations and on which days/times they are operational;
* knowledge of all Department/Staff locations and Pager numbers
* knowledge of language interpreters contact numbers
* transferring calls to various departments/extensions;
* transferring calls between extensions

all of which must be carried out correctly, courteously, patiently and promptly, thus demonstrating efficiency, confidentiality, sympathy and professionalism* The Jobholder must ensure prompt and organised responses to emergency situations, observing the Operational Procedures in relation to emergency situations and recording all events/times to ensure prompt attention to problem, e.g.:-
* Cardiac Arrest calls and subsequent operation of the internal and external paging systems to ensure prompt response by Medical Teams, recording events/times;
* Fire Brigade upon Fire Alarm activation, paging Fire Teams and contacting
* Estates Department when necessary; being responsible for Fire Procedures at various external sites
* Contacting other emergency services, e.g. Ambulance, Police when necessary
* Call-out of Trauma Teams
* Call-out of Senior Management in the event of a Major Incident, Accident or Bomb Threat
* Call-out of Emergency Staff for all groups within the hospital and other sites
* within the Division
* Call-out of Emergency Maintenance Staff for all sites within remit
* Helicopter landings
* Lift malfunctions, maintaining contact with persons trapped in lift while informing lift operator of emergency, ensuring all details are recorded
* Hospital Generator Tests, dealing with all aspects of monitoring and reporting of events and procedures
* Monitor Gas, Mortuary, Pharmacy and A&E Panic Alarms and other Security Alarms, following departmental procedures in contacting appropriate personnel
* Monitor Estates emergency repairs alarm, interact with screen base console and inform relevant department
* Maintain on a daily basis On-Call Book/Records for Medical Staff and Estates Maintenance Department to ensure correct record-keeping of emergency situations
* Maintain records of bookings for Taxis to ensure system is not abused
* Switchboard staff are responsible for booking taxis used by the Division, e.g. admissions and discharge of patients to/from Wards, Day Surgery and Clinics; Doctors to/from Hospitals and Clinics; transport of Specimens/Pharmacy goods/ Case notes/X-Ray reports/Equipment and, occasionally, staff members
* Converse courteously and discreetly with Medical/Nursing Staff making calls to Patients or other Hospitals thus demonstrating confidentiality
* Report and record faults to Maintel to ensure prompt repairs are carried out with minimum loss of service
* Deal with calls for IT help-line out-with office hours, recording details of IT faults and reporting to IT Technician as soon as possible in order to minimise loss of service
* Amend daily on-call information as necessary, copy and deliver to A&E Department for all on-call departments to ensure relevant staff are kept informed
* Monitor Security Doors out-with normal hours, check ID Badge information to ensure continuous security of all premises
* Operate internal and long-range paging system, updating when required, programming new pagers, changing batteries and cap codes, transfer Sim cards to new pagers, distribute pagers and issue new batteries, thus ensuring essential communication is available at all times
* Have quick and easy access to external Directory information when requested to locate telephone numbers for Doctors, Dentists, Opticians and/or other Hospitals to ensure cost-effective use of Directory Enquiries
* Call out of maintenance Staff out-of-hours:
* The out-of-hours system operates Monday-Friday 4.30pm to 8.00am, all weekend and Public Holidays. This involves, in the first instance, contacting the on-call Estates Officer, receiving instruction from him as to which workman to contact and ensuring message is correctly and quickly relayed to workman.
 |

|  |  |
| --- | --- |
| **7a.** | **EQUIPMENT & MACHINERY** |
|  | * Switchboard console/keyboard/headphones
* Computer/printer
* Laminator
* Telephones/Mobile Phones/Pagers
 |

|  |  |
| --- | --- |
| **7b.** | **SYSTEMS** |
|  | * Various Telecommunication Systems, e.g. British Telecom,
* Various Mobile Telephone Systems, e.g. EE, O2, Vodafone
* Various Paging Systems
* Internet/Intranet for sourcing/sending information
* E-mail for communicating with various Departments
 |

|  |  |
| --- | --- |
| **8.** | **ASSIGNMENT & REVIEW OF WORK** |
|  | The Jobholder undertakes on-the-job training. Duties are assigned and reviewed on a daily basis by the Switchboard Supervisor. The Jobholder is required to carry out any other duties appropriate to the grade, if requested to do so by the Switchboard Supervisor, e.g. emergency situations.The job holder will be responsible to the Switchboard Supervisor for the duration of the shift and should expect guidance and on the job management. Ongoing issues of line management responsibility, capability, and formal review and appraisal of performance will be conducted by the Switchboard Supervisor. The job holder is accountable to the Switchboard Supervisor. |

|  |  |
| --- | --- |
| **9.** | **DECISIONS & JUDGEMENTS** |
|  | The Jobholder is expected to use own initiative in respect of issues relevant to the day-to-day operation of the switchboard but must keep the Switchboard Supervisor informed of all unusual occurrences. |

|  |  |
| --- | --- |
| **10.** | **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
|  | * Understanding unusual terminology/accents
* Dealing with distressed relatives
* Keeping abreast of new information at a time of technological advancement and in an environment of ever-increasing expectations and continuing development
* Dealing with out-of-hours on-call maintenance calls, which can be time-consuming when also dealing with regular switchboard duties.
 |

|  |  |
| --- | --- |
| **11.** | **COMMUNICATION & RELATIONSHIPS** |
|  | In order to ensure continuous, efficient and cost-effective service provision, the Jobholder is required to develop and maintain good communication links and working relationships with:-Internal* Colleagues and staff within all areas of the Telecommunications Department
* Heads of Departments/Wards, Managers and all other members of staff within all areas/departments across

the organisation* Management/staff within Finance, IM&T and Estates departments
* Patients/Visitors/General Public

External* Colleagues/Associates within other NHS Health Board areas
* Contractors/Maintenance/Technical staff
* Public Services, e.g. Fire Service, Police and Scottish Ambulance Service in relation to contingency/emergency planning
 |

|  |  |
| --- | --- |
| **12.** | **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
|  | **Physical Effort/Skills*** Sitting for long periods at computer throughout shift, sometimes in excess of 5 hours

**Mental Effort/Skills:**Concentration is required for* Taking correct information from callers and transferring calls appropriately
* Dealing with time-consuming out-of-hours maintenance calls when working alone

**Emotional Effort/Skills**:* Dealing with distressed relatives
* Dealing with abusive callers

**Environmental Demands:*** Warm conditions throughout shift period due to large number of computers, air conditioning is available.
 |

|  |  |
| --- | --- |
| **13.** | **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
|  | * Ability to interpret information received
* Excellent communication/interpersonal skills/diplomacy/leadership qualities
* Excellent keyboard skills essential
* Good educational background – literate and numerate
* Induction training
* Health & Safety, Fire Drill/Safety/Training
* Major Incident Procedures
* Complaints Procedures
 |

|  |  |
| --- | --- |
| **14.** | **JOB DESCRIPTION AGREEMENT** |
|  | A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |

**PERSON SPECIFICATION**

|  |
| --- |
| **QUALIFICATION & TRAINING – Essential Criteria** |
| **Essential Criteria**A high level of competence in using computer equipment, Microsoft Office, E-mail and Internet.**Desirable Criteria**Alarm & Paging systems however full training will be given. |

|  |
| --- |
| **EXPERIENCE** |
| **Essential Criteria*** Switchboard and/or Contact Centre experience.
* Ability to work as part of a team.
* Good Communication skills.
* Ability to work under extreme pressure

**Desirable Criteria**Call Handling however full training will be given. |

|  |
| --- |
| **KNOWLEDGE** |
| **Essential Criteria**A high level of competence in using computer equipment, Microsoft Office, E-mail and Internet**Desirable Criteria**Good knowledge of patient confidentiality and awareness of sensitive issues.Alarm & Paging systems full training will be given. |

|  |
| --- |
| **COMPETENCIES & SKILLS** |
| **Essential Criteria*** Good organisational skills and the ability to be flexible in day-to-day working to cover shifts.
* Ability to work under extreme pressure.
 |

|  |
| --- |
| **PERSONAL CHARACTERISTICS AND OTHERS** |
| **Essential Criteria*** Excellent communication skills with all levels of staff.
* Good time keeping.
* Ability to work under pressure with minimum supervision.
* Able to undertake training as necessary.
* Flexible approach in day-to-day working to cover shifts
 |