

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

JOB DESCRIPTION

| | |
|--------------------------------------|------------------------------------|
| Job Title | Telephonist – Switchboard Operator |
| Pay Band | 3 |
| Department | Switchboard |
| Division | IT Services |
| Reports to | Switchboard Supervisor |
| Professionally Responsible to | Switchboard Manager |

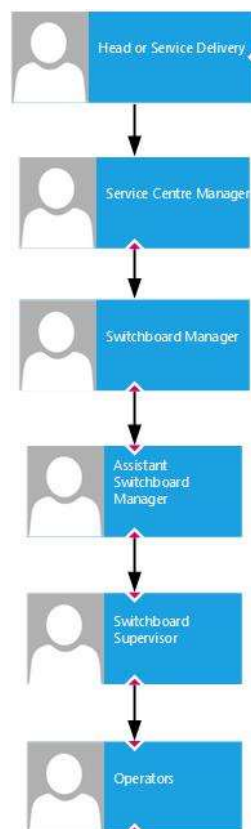
JOB SUMMARY

University Hospitals Birmingham NHS Foundation Trust is supported by a Switchboard department supporting communication services for all Trust sites. Switchboard provides Telephony and Paging and is also the central point for receiving and processing Emergency and Alarm calls/ procedures.

The post holder will be responsible for the consistent delivery of a high standard Telephony service. Operating as the focal point for the Trust promoting a positive and courteous manner at all times, and providing support for staff with service and technical enquiries.

The post holder will ensure that confidentiality is maintained and to speak clearly and professionally when answering calls, using the phonetic alphabet when spelling out words.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Good interpersonal skills.
- Ability to make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision.
- Demonstrate excellent telephone skills with the ability to speak clearly
- Ability to cope under pressure and work in stressful situations.
- Be sympathetic and sensitive to the requirements of staff and service users when communicating by telephone or face to face, including dealing with difficult situations e.g. aggressive or demanding behaviour.
- Keyboard skills

KEY RESPONSIBILITIES

- Answering inbound calls in a responsible and courteous manner, monitoring progress and rerouting appropriately if extension is engaged or not responding offering assistance or advice in accordance with Departmental call answering standards.
- Answer internal incoming calls from health care professionals and ensure that these are re-routed appropriately and any information required is provided.
- Minimise and actively reduce recall for customers, offering Direct Dial telephone numbers or any other relevant information.
- Undertaking outbound calling for Trust staff when required and carrying out the departmental audit and recording process.
- Have the ability to deal with stressful, emotional situations and remain calm, empathetic and confident to the caller.
- Recognise there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required, arrange/ access to information, support and other services to aid effective communication.
- Activate and operate the bleep system in a prompt and efficient manner. This includes programming bleeps and providing replacement batteries where necessary.
- Operate the 2222 emergency system and complete the appropriate records.
- Monitor the alarm systems for all sites covered and take appropriate action, such as notifying relevant departmental staff, making verbal reports and making written reports.
- Respond to all Emergencies including Major incident, Adult Emergency, Ambulance Alerts from Emergency Department, Fire etc. Activating Emergency procedures in accordance with Trust Policies & Procedures and following the departmental recording and reporting process. Have the ability to make on-the-spot decisions to deal with unusual emergency situations such as the inability to locate relevant personnel or dealing with multiple emergencies at one time.
- Advise the Assistant Switchboard Manager/Supervisor of any faults, equipment failure, breakdowns or operating difficulties, applying departmental recording and reporting process.
- Undertake routine clerical work such as filing on-call rotas, making amendments to rotas, recording emergency details etc.
- Assist in keeping the information boards, books and files up-to-date and accurate with information provided by the Divisions and Switchboard Manager/Supervisor
- Provide information to support queries from both external callers including visitors and patients; and internal staff callers.
- Participate in the Division's one-to-one appraisal process; undertake personal development and training as necessary
- Be responsible for confidentiality in line with Trust policy and procedures.
- Work within and keep up to date with Local, National and Trust legislation, guidelines, policies,

procedures, protocols and code of conduct relating to own role.

- Participate in and contribute to the effective introduction of new systems and initiatives.
- Attend admin team/departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively.
- To develop and have an understanding of the organisations functionality including departments working practices and medical terminology to ensure accurate connection and assistance to callers
- Actively promote full usage of the Trust Telephone system, including diverts, voicemail and pickup facility.
- Improve customer service satisfaction by meeting departmental objectives and targets.
- Compile and produce daily on call rota for the Trust, Telephone Exchange and Trust Intranet, maintaining and updating throughout the day utilising appropriate software.
- Actively promote full usage of the Trusts Intranet site facilities including, Internal Telephone Directory, Directory enquiries and the IT Service Portal
- Provide out of hour's support for provision of batteries, pagers and on call rota information applying departmental reporting and recording process where applicable.

BUDGETARY AND RESOURCE MANAGEMENT

- Have a personal duty of care for all equipment and resources used

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new / less experienced staff
- Provide reciprocal cover for team during annual leave and sickness absence

RESEARCH AND DEVELOPMENT

- Undertake surveys and routine audits of own work as and when required.

EFFORT

Physical Effort

- There is a frequent requirement to sit in a restricted position to answer telephone calls.

Working Conditions

- There is a frequent requirement of VDU use on a daily basis.
- Be able to work flexibly to cover unsocial hours including nights, weekends and Bank holidays on a rota basis.

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: October 2022

PERSON SPECIFICATION

| JOB TITLE: Telephonist Operator | |
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| TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS | |
| ESSENTIAL | DESIRABLE |
| <ul style="list-style-type: none"> • Good General Education (e.g. GCSE English and Maths A-C) GCSE Level 9-4 • NVQ Level 3 in an administrative environment or Knowledge of administrative procedures and systems acquired through experience and training. | <ul style="list-style-type: none"> • NVQ Level 3 in administration/ customer service or equivalent |
| EXPERIENCE & KNOWLEDGE | |
| ESSENTIAL | DESIRABLE |
| <ul style="list-style-type: none"> • Experience of dealing with the Public/Customer service experience • Significant telephony experience including experience of working with telephony equipment and pagers. • Experience of working with a range of Microsoft Office packages (eg. Word, Excel and Outlook • Knowledge of telephony terminology e.g. phonetic alphabet • Understand confidentiality and apply the principles • Must be able to demonstrate an understanding of equality and diversity | <ul style="list-style-type: none"> • Experience of working in a busy environment • Experience of working in Healthcare • Knowledge of basic medical terminology • Experience of using Trust IT systems • Knowledge of supporting emergency procedures |
| SKILLS & ABILITY | |
| ESSENTIAL | DESIRABLE |
| <ul style="list-style-type: none"> • Good communication / customer care skills both written and verbal demonstrating sympathy and compassion • Ability to communicate with staff at all levels using clear and concise language , face to face or on the telephone where there maybe barriers of misunderstanding • Good keyboard / IT skills • Good organisation skills and ability to multitask • Good time management skills • Ability to deal professionally with enquiries from staff • Ability to problem solve in a timely | |



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|--|------------------|
| <p>manner</p> <ul style="list-style-type: none"> • Ability to pay attention to detail where there are predictable interruptions to the work pattern • Ability to deal with stressful situations and work under pressure • Work effectively and flexibly as part of a team to meet the needs of the services • Confident in dealing with people at all levels • Ability to remain in a restricted position for extended periods of time. | |
| OTHER SPECIFIC REQUIREMENT | |
| ESSENTIAL | DESIRABLE |
| <ul style="list-style-type: none"> • Flexible approach to work including covering a shift pattern to include nights, weekends and bank holidays • Ability to travel to other Trust sites if required by the role. | |