

Switchboard Operator/Administrator

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Switchboard Operator/Administrator

Division – Trust Services

Department – Switchboard IM&T

Band – 3

Location – Bristol Royal Infirmary

Hours of work – 37.5 hours per week shift operator including weekends, bank holidays and occasional night shifts

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

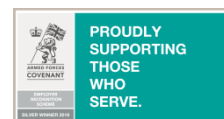
Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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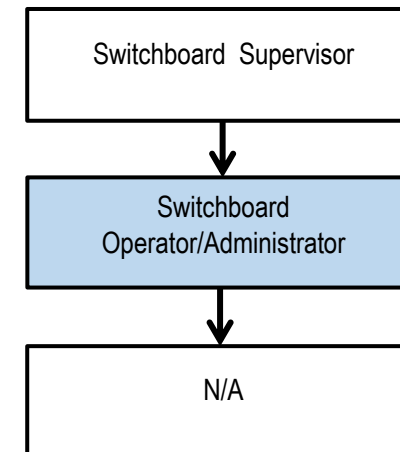
Main Duties and Responsibilities

As the first point of contact for the telecommunication service of the Bristol Hospitals of the Trust, operators are responsible for providing an efficient switchboard/information service 24/7 to all staff and customers of the Trust. Carry out all aspects of the responsibilities of an operator in a pleasant, courteous and professional manner at all times. Operators will be required to use their own initiative when dealing with situations outside the parameters of procedures.

Main duties

- responsible for being the first point of contact for 9 of the trusts Hospitals, for receiving and distributing calls from the public, GP's, internal callers, other Hospitals and agencies etc. Calls can be connected to either extension, exchange lines or to mobile staff via bleeps, mobile phones & Radio pagers
- . To use initiative and sensitivity when dealing with unpredictable situations including enquiries from anxious patients, patients with mental health problems, language and /or disability barriers, the media, complaints etc. Ensuring an appropriate and empathetic response to all.
- To operate the switchboard consoles and Bleep System to provide an efficient telephone service across the Trust.
- To respond in accordance with the designated written procedures when dealing with emergency and non- emergency requests including:
 - a) Adult Cardiac Arrest
 - b) Paediatric Cardiac Arrest
 - c) Mental Health Psychiatric out of hours contacts
 - d) Paediatric Major Trauma for South West team requests
 - e) Helideck Emergencies

Organisational Structure



Key Relationships

You will come into contact with everyone from patients, relatives, Doctors, other colleagues, Stake Holders, Chief Executives of this and other Trusts, Callers from NHS England and Clinical Commissioning Groups, Contractors and other services.

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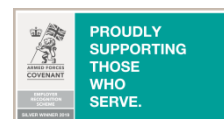
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- f) Fire Alarms
- g) Obstetric emergencies
- h) Medical Gas Alarms
- i) Blood Bank Alarms
- j) Lift failure/entrapment Alarms
- k) Suspect Package Alerts
- l) Temperature Controlled Monitoring Alarms
- m) Child/Baby abduction
- n) Neonatal emergency
- o) Stroke Thrombolysis
- p) Category 1 Caesarean Section
- q) Major Haemorrhage
- r) Electrical failure team
- s) Boiler House Alarms
- t) Pharmacy Alarms
- u) Panic Alarms
- v) Intruder Alarms
- w) Major Incident Procedures
- x) Power Failures/Leaks
- y) Media Enquiries
- z) Switchboard Failure
- aa) Paging System Failure
- bb) PCI (primary Care Intervention) for South West

- Collate daily all information for 331 rotas for telephonist information re clinical and non- clinical personnel. Ensuring all changes are recorded as and when informed.
- To operate the staff paging systems in accordance with agreed procedures.

- Monitor the fire and general alarm system, and respond to alarm activations in accordance to agreed procedures.
- Operate the Trust's Emergency Admissions Centre Service and maintain accurate records.
- Able to set up and maintain systems to facilitate good departmental organisation and record keeping.
- Operate 2-way radio communication systems in use within the Trust for Security and Helideck.
- To carry out daily testing of the various Trust Emergency Teams – recording the results of the tests on appropriate database. Providing accurate details of this information to various departments within the Trust.
- To participate in the Doctors changeover on a continuous basis involving issuing of bleeps, ensuring adequate bleeps available, collecting telephone numbers etc. for on call doctors and recording all data on switchboard databases and the Multitone Computer.
- Divert Departmental telephones to relevant on call staff out of hours.
- To replace Bleep/pagers, batteries, Telephones and re-programme any faulty Bleep ensuring grouping details such as crash details are still suitable for response to emergency situations. Provide appropriate instruction and demonstration to users.
- Register any changes of information for medical and non-medical staff i.e. home/mobile numbers, residence extensions/addresses, internal extension number changes Radio-pager details and additional contact details then record and input onto the switchboard databases.
- Updating any changes of information for local, national hospitals, health centres, clinics and other relevant institutions.
- Complete read and act upon the daily handover sheets between shifts within the department.
- Out of hours transport booking for Theatre Staff etc.

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- To develop a sufficient understanding of the extensive working practices and specialities/departments/named individuals within the Trusts 9 Hospitals. Knowledge of this information to be continually enhanced and developed along with frequent changes.
- To assume the appropriate level of responsibility in the absence of a manager or supervisor, to deal professionally with consultants, Managers and trust colleagues who physically visit the switchboard for a variety of reasons.
- Provide an out of hours, weekend and bank holiday response service as required by users including Estates, Pathology, and Pharmacy etc.
- Use the Medway system to identify the location of patients in accordance with the Data Protection Act.
- Be responsible for implementation of switchboard/telecommunication agreed operational procedure for continuity of service when a telecommunication line/network failure has been identified using initiative for various faults and organising contingency plans.
- To undertake training/coaching of new staff providing appropriate guidance, support and mentoring to colleagues until signed off as competent.
- Provide cover for Telephonists annual leave and sickness absence as and when required.
- To operate all other communication systems used within the Telephone Exchange.
- To be responsible for the maintenance and housekeeping of all switchboard related areas reporting any faults and ensuring areas are clean, tidy and unobstructed.

WORKING CONDITIONS/ EFFORT

- Using a VDU for long periods during the working day.
- Working in a busy environment, paying attention to detail, and maintaining concentration with constant interruptions from, staff, emergencies and visitors to the department.
- Dealing with distressed, anxious or angry patients and carers, who may be confused or have communication problems.
- Knowing not only how the Trust refers to a department but by what other names the public, other agencies may use.
- Dealing with people whose first language is not English.

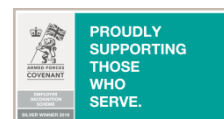
TRAINING AND DEVELOPMENT

- To ensure own mandatory training is completed and updated as required by the Trust
- To be responsible for ensuring own continuous development and that skills and expertise meet the needs of the service.
- To attend regular one to ones with your line manager, setting regular targets for performance improvement.
- To participate in the appraisal process, contributing to your Individual Development Performance Review and being responsible for working to agreed planned objectives.

TEAM WORKING

- To actively participate in departmental team meetings.
- To work effectively with colleagues and line management, maintaining clear and respectful communication at all times.

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Previous Switchboard/Call Centre experience or Customer focused role. - E
- Experience of working well within a Team Environment - E
- Experience of working under pressure and managing a demanding workload - E
- Customer Care - D
- NHS Experience - D
- Previous work within Emergency Services - D
- Shift work/Night work Experience - D

Skills and Abilities

- Excellent communication skills including confident/pleasant telephone manner - E
- To have used BTS Switchboard and Multitone Bleep system or similar.- E
- Prepared to train/mentor others - E
- Good spelling skills - E

Aptitudes

- Able to retain information and pass on accurately whilst working in fast paced environment - E
- Ability to deal with Emergency/Life or Death situations and prioritise responses accordingly - E
- Work autonomously - E
- Ability to learn & to adapt to new situations as they arise - E
- Good time keeping and reliability - E
- Ability to use initiative to resolve issues - E

Qualifications and Training

- Educated to GCSE Standard or equivalent in English and Mathematics - E
- Qualification in IT or proven use of IT packages - E
- Knowledge of Data Protection and Patient confidentiality issues - D
- Customer Service NVQ - D
- Typing/Word Processing Qualification - D

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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