**Job Description**

**Switchboard Operator**

**Purpose of the Job**

Reporting to the Switchboard Supervisors you will be working as part of the Switchboard team on our Hereford Contract. In this role you will act as the first point of contact providing a telephony service for our internal and external Clients and customers.

**Main duties of the job**

* To respond promptly to a high volume of calls both internal and external and connect the caller with the correct recipient or department required in a timely compassionate, professional and courteous manner.
* To fully understand and be able to utilise all extensions and switchboard systems in the efficient handling of calls and callers, including the transfer of telephone extensions to facilitate office moves.
* And to also maintain and update the internal BTS system with any hospital changes and ward closures.
* To receive and respond to all alarms promptly and accurately from the Alarm System ensuring that the appropriate members of staff and authorities are contacted in accordance with procedures and respond with the necessary action, including but not limited to Fire, Medical Air/Gases, Pathology, Generators, Personal Attack, Lift Entrapments, Pharmacy & the Boiler house.
* To Support other Sodexo staff in their duties.
* Operate and update the Multitone bleep system.
* To promptly respond to "2222" calls for emergencies including Adult, Obstetric, Trauma, Security, Hemorrhage & Paediatric Emergencies, accuracy is vital and will be life dependent. Sensitive information must be relayed quickly.
* To understand and be fully conversant with all emergency procedures including Major Incident’s, Child Abduction, Hazmat and Bomb Scares.
* Operators must have excellent communications skills, speak clearly and be able to deal with calls in a professional manner.
* To manage calls daily of a distressing and emotional nature, these can often include abusive callers, whilst always remaining calm and professional.
* To provide an out-of-hours service for hospital accommodation.
* Use the NHS Trust Computer System to locate patients.

**Job responsibilities**

* To operate the BTS system, incorporating an extensive internal and external directory, to manage calls.
* Ability to communicate with customers, visitors, colleagues and management effectively.
* Operators will receive sensitive and complex information which must be dealt with appropriately and sensitively.
* To receive and process requests for transport out of normal office hours.
* To initiate pager numbers via the Multitone bleeps system when requested, for external and internal calls. And in an emergency, you must record and relay the information accurately, clearly and concisely to the correct team.
* To make checks on lone workers across the site when requested and if necessary, action as required.
* To lone work outside the core hours of 9-5 to meet the needs of the service.
* To provide appropriate medical and non-medical staff with a replacement bleep.

**Analysis and Judgement**

* To understand the facts and situation of callers, to judge where to signpost callers to the right department.
* Responsible for reporting system/equipment failures within the department to the relevant teams.
* Tact, diplomacy and empathy are required when dealing with callers and emergencies, knowledge of available options and an ability to analyse and deal with the situation appropriately.

**Planning and Organising**

* From information received, prepare and update daily on call sheets and implement to provide varied support to on-call personnel ensuring that the appropriate members of staff are called for out-of-hour duties.
* In a major incident situation, the Switchboard Operator is expected to carry out the appropriate actions detailed in the Major Incident Plan and on their action cards, to include relaying messages and paging different disciplines by being a central point of contact.
* To maintain written records of action in the event of an Emergency or Major Emergency and to update contact records for those individually concerned in the Incident.
* The workload can be unpredictable at times, the Switchboard Operator is required to remain calm and focused interpreting the on-call rotas and paging.
* To work as part of a team who deliver an essential 24/7 service and covering each other's shifts is essential.
* In addition to working irregular shift patterns staff will be required to cover Bank Holiday duties on a rostered basis. Also, staff are required to work overtime, at the Managers discretion, subject to the needs of the service, with reasonable notice given whenever possible.