

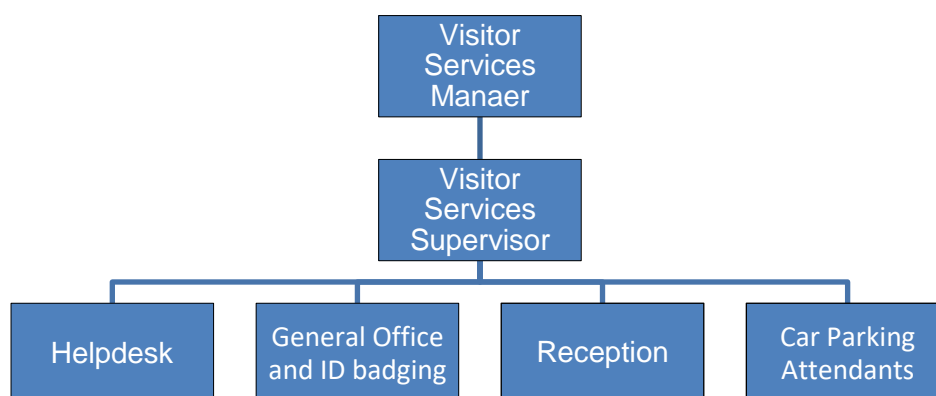
Job Description: Helpdesk Operative

Function:	Health And Care
Job:	Visitor Services Supervisor
Position:	Communications
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Visitor Services Manager
Additional reporting line to:	Business Director
Position location:	Ipswich Hospital

1. Purpose of the Job – State concisely the aim of the job.

- To provide the Trust with a professional and high-quality Helpdesk/ General Office/ Reception and Car Parking service.
- To assist in the management, coordination, monitoring and recording of all functional activity and performance levels within visitor services.
- The Visitor services supervise is responsible for ensuring that all helpdesk calls are received, logged, processed and monitored, and that positive action is taken to ensure that the required service standards are met.
- The Visitor Services Supervisor is responsible for ensure that the reception is manned at all core hours and that the reception team are supported and empowered to provide accurate and compassionate information.
- A pro-active approach is required to constantly develop and improve service standards and requires a large degree of flexibility within the communications department.

2. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- **Amending the Job Description** - It is expected that as the organisation develops and changes, it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder.
- **Confidentiality** - The post holder must at all times maintain a complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must, under no circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".
- **Data Protection** - The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.
- **Policies and Procedures** - The post holder will be required to comply with all statutory legislation, Sodexo Healthcare and Trust Policies and Procedures.
- **Non Smoking Policy** - The New Romford Hospital is a smoking free site, within the entire hospital building and grounds. All staff are required to fully comply with this policy.
- **Training** - The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness. This includes a requirement to undertake training on and off site.
- **General** - The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the service develops, the requirements of the job will change and the post holder is expected to adapt to these changes.
- **Health & Safety** - Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for the other employees and visitors.
- **Equal Opportunities Policy** - The Trust operates in a multi-ethnic area. All members of staff are expected to take into account equalities in all areas of work. All employees are expected to abide by the Trust's equal opportunities policy.

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Ensure that Helpdesk calls are answered within the agreed time limits, that they are accurately logged, processed, monitored and closed off and are operating within the payment mechanism.
- Ensure Car Parking attendants are supported in their roles to accurately and compassionately ensure compliance with parking policies on site, and control of emergency routes on site.
- Ensure reception services are available during core hours.
- Ensure that rosters are updated to reflect day to day changes and arrange cover/ support as required.
- Ensure that all enquiries from Patients, Staff and Visitors are dealt with in an efficient, polite and timely manner.
- To fully comply and ensure compliance within the team with all safe systems of work, risk assessments, operational procedures and Health & Safety legislation.

5. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To ensure up to date reports are produced as required, from the Help Desk system.
- To regularly audit the delivered standards against the operational service requirements, taking immediate remedial action in relation to any service failures.
- To monitor and ensure complaints are handled promptly and in full compliance with the agreed complaints procedures.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential:

- **Education/Qualifications** - Good general standard of education and Health & Safety Passport.
- **Skills/Abilities** - Flexible working practice must be able to work a flexible shift pattern and overtime as required. Ability to cope within a highly productive and sometimes stressful environment. Good written skills, with ability to communicate clearly and effectively in English language. Good numerical skills. Confidence to communicate effectively with a wide range of people from general public to Senior Managers. Demonstrable IT skills. Full driving license is desirable.
- **Experience** - Expert knowledge of the activities of the hospital as they relate Helpdesk services. Demonstrable customer service skills.
Desirable Experience - Two years' experience in a similar role. Previous Healthcare experience. Experience in a supervisory role would be beneficial but not essential.
- **Personal Qualities** - Smart, clean and well presented. Team worker, practical with a common sense approach, friendly, considerate, approachable and reassuring, Honest & Patient.

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	Employee Engagement

8. Management Approval – To be completed by document owner

Version	1	Date	13/03/2025
Document Owner			