

Job Description: Switchboard Operator

Function:	Switchboard
Position:	Switchboard Operator
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Operations Manager
Additional reporting line to:	Head of Soft Services
Position location:	Hereford County Hospital

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> Reporting to the Switchboard Supervisor 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

2. Main assignments – Indicate the main activities / duties to be conducted in 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.
- 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.
- 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.

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

- 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.
- 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.
- Operators must have excellent communications skills, speak clearly and be able to deal with calls in a professional manner
- 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.
- 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.

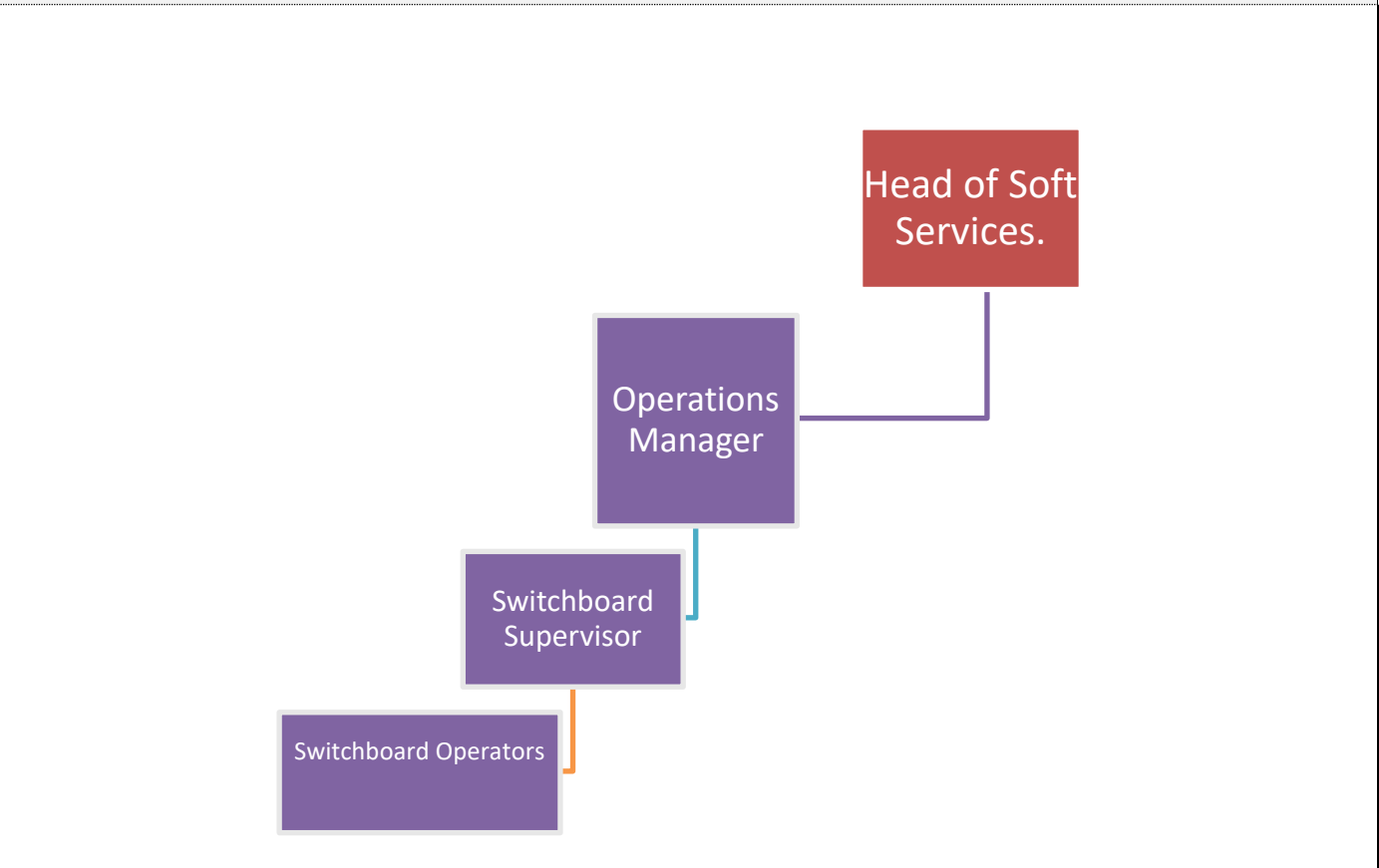
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Approximately 344 patients

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- be friendly and welcoming
- be patient and understanding
- follow instructions and procedures
- work accurately and methodically
- work in a team but use own initiative
- use IT/communications equipment and possess IT skills
- work with all types of people
- excellent customer service skills
- deal with people who may be angry or upset
- be confident using the phone, with good telephone skills
- organisational skills
- good communication skills
- full training will be given

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

	▪
--	---

Received:

Date:

Job holder

Date:

Immediate Manager