

Job Title:	Switchboard Operator
Reports to (job title):	Reception Services Manager
Line Manager to:	n/a

## Job purpose

To answer all internal and external calls into the Hospital in a polite and timely manner and forward calls to relative departments, to be the first point of contact for all visitors and patients attending St Martins Hospital, providing a wide range of knowledge regarding location of clinics and to answer any queries. Working 24 hours a day 365 days a year, our service has 3 shift patterns 7-3pm, 3-11pm and 11-7am, If you are a Bank Switchboard Operator, you will work to cover annual leave, sickness as required

## Key responsibilities

*This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -*

### The post holder will:

- To answer all internal and external calls into the Hospital
- To provide a professional and courteous image of the service
- The ability to judge urgency of queries through in-depth questioning to determine the most appropriate member of staff to deal with the call.
- To be confident in dealing with people at all levels with an ability to multitask
- Operation of all alarm systems, including Fire, Security alarms, panic alarms
- Make effective use of IT switchboard system
- To respond to The Major incident alert, to contact relevant personnel, to act as main point of contact and to record all subsequent instructions received.
- To contact Audiology patients for reminder calls
- To distribute hearing aid batteries and take in repairs
- Promote effective communication and relationships within the team
- Demonstrate the ability to work independently and as part of a team
- Provide administrative support to the service
- Monitoring of CCTV and to inform outside emergency contacts
- To keep and maintain a list of emergency contacts for key personnel.

- To contact Director and Managers on-call out of hours and at weekends
- To ensure safe keeping of the company's keys within the central key cupboard.
- To respond to District Nurse calls for the local area and to contact the relevant nurse and log all details.
- Maintain set standards of organisation in the service
- To act as call monitoring centre out of hours for all maintenance requests
- Regularly check departmental emails
- Updating of on-call white board
- To book transport for specimens and bloods
- To implement the lone working policy
  
- There may be requirements to cover reception at Keynsham Health Centre.

## General

- To participate in all departmental meetings
- Work in line with Equal Opportunities policy.
- To support other initiatives in service development as they arise.
- To comply at all times with Health & Safety at Work regulations.
- To respect the code of professional confidentiality at all times.
- To respect the requirements set out in the Data Protection Act 1998

**The above list is not exhaustive and the post holder will be required to undertake any other task reasonably expected or requested by his or her line manager.**

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care

- Inspire
- Understand
- Communicate

## Think

- Challenge
- Improve
- Learn

## Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#), [NHS Constitution](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

## Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

GCSE including maths and English

Basic level of IT

### Relevant Experience:

- Experience in a relevant environment
- Driving licence and transport

### General:

- Ability to work in a fast paced environment
- Strong communication and customer service skills
- Team player
- Ability to work to protocols and follow process
- Ability to deal with confidential and sensitive information
- Basic IT literacy
- Flexibility able to work nights and weekends
- Uses initiative
- Gets on well with people at all levels
- General administration skills

### Desirable

- Experience of using IT switchboard application
- Computer literacy
- NHS work experience
- Good standard of general education

# Job Description

- Previous switchboard experience

Other requirements: The hours of work are 7-3pm, 3-11pm, 11-7am so the candidate will need to have a full driving licence and a car, public transport is not reliable at the start and finish times

**Employee signature**

---

**Manager signature**

---