

SWITCHBOARD SUPERVISOR

Candidate Pack



Job Summary

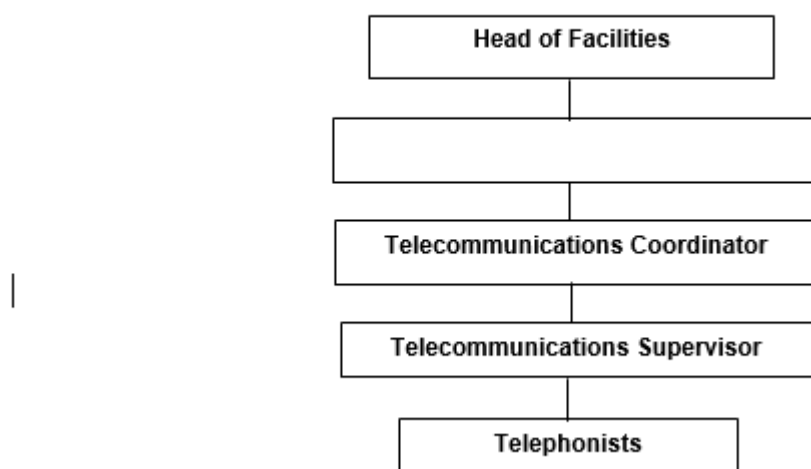
This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This job is about leading a team that answers phone calls and helps people who call or visit the hospital.
- You will make sure the team gives great service to staff, patients, visitors and the public.
- The phone service runs all day and night, every day of the year, and calls must be answered quickly.
- You will help update emergency contact lists and be ready to help during major incidents.
- You will check how well the team is doing by looking at call times, costs and other reports.
- You will also help people who come to the hospital by working at the reception desk.

Job Description

Job title:	Switchboard Supervisor
Grade:	NHS AfC: Band 3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Telecommunications Coordinator
DBS required:	No

ORGANISATIONAL POSITION



Main Duties

- Supervising a team of Telephonists, providing a full telephone service for 24 hours 365 days.
- Maintain and updating of Mitel SX 2000 light computerised telephone system. Dealing with faults and system break down as and when they occur, reporting faults to the system provider if required
- Maintain and updating of Duplex call logger, retrieving reports and monitoring telephone lines and extensions against misuse of the telephone system.
- Maintain and updating of the, reporting and dealing with faults as they occur. Reporting faults to the system provider
- Maintain and updating the Multitone Bleep system, issuing new bleeps, and the return of anything faulty.
- Record issuing of bleeps and pagers ensuring correct documentation completed.
- Ensure careful instruction in the use of bleeps and pagers is given
- Record and monitor Radio pagers and updating radio pager information
- Responsible for updating the telephone directory on the Intranet Site
- Monitor and record complaints follow procedures as set out in guidelines by the Trust.
- Responsible for training of staff in the use of all telephone equipment and associated procedures connected to the telecommunication service
- Responsible for recharging of staff private telephone calls. Compiling a recharge list to send to Salaries
- Maintain all information boards with updated Rota's for all hospital on call duty Rota's, Health & Safety information and notice boards relevant to the hospital
- Training staff for new procedures or equipment that may be implemented within the department.
- Train staff in the Major Incident procedure
- Maintain and update the Major Incident file for all staff on call, home telephone numbers, mobile telephone numbers and radio pagers.
- Test various radio pagers and Mobile telephones for emergency use, relating to Major Incident.
- Responsible for reviewing all stationery and supplies required for the running of the telecommunication service.
- Preparing Doctors on call duty lists for daily use by Telephonists

- Administration duties relevant to the Switchboard department and liaise with all staff and departments and external organisations
- Covering staff sickness as and when required at short notice for the needs of maintaining the telephony service
- Other duties that may arise in the absence of the Telecommunications Coordinator

Systems and Equipment

- Ensure the correct use of all telecommunication Equipment following Health & Safety guidelines.
- Equipment that may be used includes:
 - Daily testing of bleeps, weekly tests on Fire Alarms
 - Mitel System
 - Multitone Bleep System
 - Duplex call logger
 - Tannoy
 - Intercoms for doors/main doors telephone communication
 -

Decisions

- Works on own initiative within established procedures and practices, within Trust guidelines.
- To work with little Supervision and refer to Telecoms Coordinator when required.
- Occasional lone worker, working on their own initiative, make own decisions and judgements relevant to appropriate emergency or incident.
- Contribute to Policy and Procedures and the making of changes within the department.
- Will be able to make decisions when situations occur in the absence of the Telecoms Coordinator/Facilities Manager – Site Services.
- Will be able to organise own workload ensuring work is completed to deadline in accordance with the priority of the service.
- Will be familiar and competent with all working procedures of the department and work within these procedures and Trust guidelines
- To work within guidelines as set out the Trust Policies and Procedures including
 - Manual Handling
 - Health & Safety

- Statutory Annual Training attendance

Communications

- Communication with all staff within the department
- Also the ability to communicate with patients, visitors, relatives and other colleagues from other departments and hospitals at all levels.
- Communicate with patients and visitors within the Hospital and members of the public, personally and by telephone communication giving general information on the Hospital services
- Giving non clinical advice, empathy and reassurance (bereavement) within Trust guidelines personally and by telephone communication
- Offer ideas and suggestions that may improve the service or efficiency of the Telecommunications Department

Physical, Emotional and Mental Effort Required

- Frequent requirement for sitting in a restricted positions for a substantial proportion of working time
- Frequent Co-Ordination and dexterity for speed and accurate keyboard skills
- Dealing with aggressive and sometime abusive callers, using tact and initiative

Working Conditions

- Use of VDU equipment for input of telephone numbers for all duties.

Person Specification

	Essential	Desirable
Qualifications		
Experience	<ul style="list-style-type: none"> • Ability to prioritise work • Initiative • Communication skills • Keyboard skills • Switchboard experience 	<ul style="list-style-type: none"> • Medical terminology
Knowledge and skills	<ul style="list-style-type: none"> • Good Communication skills • Team player • Must be flexible and be prepared to work on own initiative and work alone 	
Other		

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and

- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against

on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

