

Switchboard Team Leader Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

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.

- The role helps run the hospital switchboard and supports the Switchboard Manager with daily tasks.
- It makes sure all calls are handled quickly, politely and safely, with accurate information recorded.
- It supports switchboard staff, helps plan work rotas, and provides training to team members and other staff.
- It looks after telephony systems and equipment, helping fix problems and keeping important databases up to date.
- It helps improve services by checking data, spotting issues, and suggesting better ways of working.
- It acts as deputy for the Switchboard Manager when needed and supports digital projects across the Trust.

Job Description

Job title:	Switchboard Team Leader
Grade:	4 (subject to confirmation of agenda to change)
Site:	The Royal Shrewsbury Hospital
Accountable to:	Telecommunications Manager
DBS required:	None

Main Duties

- There is a requirement to provide, receive and exchange routine / and or complex information requiring tact and / or persuasion skills
- Communicate in an appropriate manner, in line with Trust values with a wide range of people including staff, trust staff, patients and relatives and external agencies providing telecommunication services support, consistent with their level of understanding, culture and background
- There is a requirement to communicate complex information to other departments and external contacts.
- Ability to consult with external suppliers in fault and request management
- Responsibility for handling telephone and other communications with sensitivity and confidentiality using personal judgement and acquired

knowledge to assess each situation and to deal with accordingly and consulting with external organizations.

- The postholder will assist with first line enquiries from staff as well as managing the telephony faults and request task queue
- To communicate to a high standard and maintain good working relationships.
- Communicate with a number of staff / departments both clinical and non-clinical service users i.e., Ward areas and clinics, Procurement, internal Digital Service teams, Finance and Education Team.
- Provide training to service users as well as colleagues in the telecoms / switchboard area

Knowledge, Training and Experience

- Maintain a complex rota of operators through the Trusts system to ensure efficient 24 hours cover.
- Manage staff in the operation of the telephone and bleep systems, including dealing with internal and external enquires from patients, staff and the public.
- To liaise and co-ordinate with users on the provision of new services, the amendment of existing services and the repair of faults on services.
- To maintain a directory of Trust operational information to facilitate efficient running of the Trust Telecommunications Services including telephone directory of internal and external services, bleeps, pagers, on-call procedures, and associated home and mobile numbers. Work with the Switchboard and Telecoms Manager to expand the scope of Telecommunications Services and extract appropriate information for presentation on the Trust Intranet.
- To participate, with the Telecoms and Switchboard Manager, in the recruitment and selection of switchboard staff,
- Ensure a comprehensive ongoing training programme, ensuring optimum performance, and compliance with Trust policies and all on-call and emergency procedures.
- To monitor complaints in conjunction with the Switchboard and Telecoms Manager and suggest improvements to service provision.
- To participate in the formulation, and refinement, of Trust wide Emergency Response Procedures, and the monitoring of their effectiveness.
- To provide switchboard operator cover Monday to Friday during busy periods and provide cover for planning / un-planned absence.
- To assist in the control of all telecommunications equipment used throughout the Trust.

- To support the development and implementation of processes / standard operating procedures and systems of the Switchboard
- Specialist knowledge and expertise acquired through diploma level or equivalent qualifications / experience plus any additional specialist knowledge
- To support the delivery and implementation of service improvement workstreams across the telecoms / switchboard function and improve processes and procedures within the team allowing strong service focused deliverables.
- Knowledge of multiple computer systems i.e. bleep system, operator console, emergency alarms, directory manager, etc.
- To ensure switchboard and telecoms standards are maintained to the highest level and ensure processes are in place to re-align where standards change whether the standards are local or national

Analytical and Judgemental Skills

- To analyse information / data and respond appropriately to trends offered from that information
- To maintain asset databases and run trend analysis reports based on device type, location, warranty date, usage and provide recommendations as part of the ongoing telephony device refresh
- Investigates and resolves telecoms / switchboard related queries or issues i.e. application issues, data errors, configuration errors etc...
- Able to configure and maintain software and telephony related devices
- To carry out audits and undertake data trends to ensure all Service Desk incidents are prioritised to agreed standards, monitoring completion timescales and reporting timescales and outcomes to Trust staff as well as ensuring agreed data quality standards
- To ensure all telephony inbound calls are answered within agreed timescales and producing regular service reports on average answer time, abandonment rate etc, identifying service improvement initiatives to improve services to our staff and patients
- To identify trends in call logging categorisation and identify potential P1 incidents before it becomes service impacting

Planning and Organisational Skills

- Plan and organise activities which will include service improvement workstreams, one to ones, team meetings.
- To plan and organise activities or programmes of work which may link to service improvement workstreams both internal to digital and clinical divisions.
- Provide support to the digital transformation programme
- To support Service Desk application upgrades along with user acceptance testing which often require formulation and adjustment due to workload, system / hardware inter-dependences
- To ensure that telecoms and switchboard is supportive of and complimentary to the Trust's organisational requirements.
- To be flexible in terms of working hours to support the digital programme of system upgrades of which some will be outside of core working hours
- Work to agreed operational and project defined timescales to ensure projects remain on track as well as to quality and cost
- To ensure that the switchboard rota is future planned and have processes in place to identify resource to cover both planned and unplanned absence
- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.

Physical Skills

- Advanced keyboard skills – accuracy very important.
- Ability to manipulate complex data at speed
- Inputting and manipulating information including service performance reporting
- Data entry into systems and databases
- Regular VDU use.
- Frequent sitting or standing in restricted positions.

Responsibility for Patient / Client Care

- Incidental patient contact

Responsibility for Policy / Service Development

- Proposes policy or service changes which may impact beyond own area
- Implements policy, processes and standard operating procedures within own area
- Proposes changes to working practices i.e. new reporting processes, new training programmes, impacting the wider organisation

Responsibility for Financial and Physical Resources

- Observes duty of care in relation to equipment and resources used
- Safe use of expensive equipment other than equipment used personally
- Installation / repair of software / equipment where deemed necessary
- Maintenance of physical equipment within own area

Responsibility for Human Resources

- Deputise for the Switchboard Manager
- Day to day coordination of staff
- Provide training on a range of subjects applicable to the telecoms / switchboard function(s)
- Allocates work to junior staff in telecoms / switchboard function
- Role will include supporting the recruitment of new staff into the switchboard team, staff appraisals, performance
- Demonstrates own activities or workplace routines to new or less experienced employees.

Responsibility for Information Resources

- Day to day data entry into a variety of corporate systems which are used / visible to the wider organisation
- Responsible for maintaining one or more information systems which is a significant job responsibility

- Updates, maintains, and stores non-clinical records
- Maintains computerised systems including Annual Leave, Appraisals, Risk, and Issues
- Advanced use of Microsoft packages including Outlook, Word, Excel, PowerPoint etc.
- Regular requirement to create reports, documents.
- You will responsible for creating a number of reports such as service performance, asset information reports, device / telephony volume / usage reports
- Present reports to the switchboard management team in both a formal and informal way.

Responsibility for Research and Development

- To test digital systems such as NHSMail, Service Management solution and other systems as required as part of system version upgrades
- To market test and collaborate with other NHS and private organisations systems used as well as supporting processes and documentation

Freedom to Act

- Works on own initiative, line manager available for reference

Physical, Emotional and Mental Demands of the Post

- Regular requirement to use VDU and other IT applications throughout the working day.
- There will be the occasional need to lift / move IT equipment, such as base units and monitors
- Regular requirement for concentration when inputting data / creating reports
- Able to cope with interruptions whilst in periods of concentration.
- To deal with question / queries relating to Digital Services from Trust staff including end users, line managers etc. over the phone, by email, MS Teams
- Potentially dealing with annoyed users with unrealistic expectations who may feel that service is unsatisfactory.

Working Conditions

- Will be working with a computer screen under office conditions throughout a large portion of the day in a busy office.

Systems and Equipment

- To be fully conversant with corporate communication and information technology systems to enable optimum effectiveness in their use.
- To be fully conversant with Informatics department systems.
- To be proficient in the use of a full range of presentation tools including data projectors, laptop computers, overhead projectors as utilised in the delivery of training sessions.

Contacts

Internal

- All levels of staff throughout the Trust

External

- Other local NHS Trust Departments
- Personnel at all levels of the supplier domain or within the National Programme for IT and Connecting for Health.
- Work Experience Students, Guardians and Teachers.

Professional Development

- To take every reasonable opportunity to maintain and improve personal and professional competence.
- To participate in personal objective setting and review, including the creation and achievement of a personal development plan.

General

- To work with guidance from senior members of the IT team, seeking advice and support as required.
- To produce written and verbal reports and information of varying levels of complexity for the IT department and the Trust.
- To be responsible for accurate and timely administration using both written and computerised equipment for all training related activity.
- To be responsible for managing and prioritising own workload and have the ability to respond appropriately to frequent and unpredictable requests for support, advice and guidance.

Communication

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks.

It will be subject to an initial review with the postholder within the first 12 months and thereafter from time to time and may be amended to reflect changes in the Performance Management Division.

The Department is predominantly based between The Princess Royal Hospital and Royal Shrewsbury Hospital.

Person Specification

	Essential	Desirable
Qualifications	Educated vocational level and / or relevant experience	Obtained or working towards relevant professional qualification
Experience	<p>Experience working in a busy switchboard environment</p> <p>Experience of staff management</p> <p>Experience in problem solving in a mixed computing environment</p> <p>Experience of working in a service delivery function</p> <p>Excellent communication skills and the ability to diplomatically deal with users of a mixed IT ability</p> <p>Flexible attitude to the prioritisation of workload</p> <p>Multi-tasking ability required to deal with multiple incidents awaiting resolution</p> <p>Ability to think creatively, applying results of external research and best practice</p>	<p>Experience of appraisals, sickness absence and managing performance</p> <p>Experience of working in an NHS organisation</p> <p>Experience of Customer Relation Management</p>
Knowledge and skills	<p>Able to demonstrate experience in telecoms / switchboard environment</p> <p>Knowledge of telecoms / switchboard related applications</p>	Ability to quickly assimilate new technologies / systems

	<p>Excellent written and verbal communication skills</p> <p>High level of interpersonal skills, including active listening and understanding</p> <p>Broad knowledge of IT products, services and terminology</p> <p>Ability to handle confidential information</p>	
<p>Other</p>	<p>Ability to develop and maintain good productive working relationships.</p> <p>Self-motivated and able to work unsupervised, completing all work with attention to detail and a willingness to share information.</p> <p>Desire to continue to learn and develop on a personal and professional on an on-going basis.</p> <p>Flexible approach to working time</p> <p>Able to travel between Trust sites</p>	

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 & 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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

