



Candidate information

Service Desk Operator



Job Description

Role title: Service Desk Operator	Role reference:	
<p>Summary of the role:</p> <p>To provide a helpful and professional support service in line with East Kent Hospitals University NHS Foundation Trust (EKHUFT) and 2gether Support Solutions (2SS) requirements in order to maintain a safe and helpful hospital environment. To act as a central point of contact that provides an efficient, tailored and courteous first line support service to patients, public and staff as a member of the Service Desk in line with our customer service standards and our operating requirements.</p>		<p>Reports to: Service Desk Team Leader / Service Desk Manager</p> <p>Base / location: Kent & Canterbury Hospital</p>
Key responsibilities		Working relationships & contacts
<ul style="list-style-type: none"> Your main responsibility will see you responding to numerous enquiries presented by telephone, e-mail or other digital contact methods. However, interactions via the telephone with our customers will make up more than 90% of your day Communicate accurately and effectively in a healthcare environment, at various levels, in order to establish information to evaluate what your customer requires. This will often include complex medical or technical information requiring sensitive communication, delivery of escalations and/or interacting with colleagues at all levels in multiple organisations You must be able to understand and comply with regulatory and legal requirements in respect of confidentiality and General Data Protection Regulations (GDPR) You will be fully competent and responsible for responding to major incidents, emergency medical calls (crash calls), various alarms, or business continuity events within pre-determined guardrails and execute, when required, documented and rehearsed plans whilst carrying out your duties Effective and efficient use of the alerting toolsets (bleeps) to ensure accurate and timely delivery of emergency and time critical messaging to relevant stakeholders 		<p>Internal: Medical Professionals Professional Service Staff</p> <p>External: Patients Patient Relatives Visitors Medical Professionals Care Providers Emergency Services Service Providers Media Outlets</p>

Key responsibilities (continued) <ul style="list-style-type: none"> You must be able to provide a consistent service delivery experience to build and maintain strong working relationships with our customers and colleagues across organisations to support our position as a trusted and reliable partner. This must be done in line with our mission, service standards and Key Performance Indicators (KPIs) Operate Information Technology (IT) systems confidently to respond to queries, manage systems to ensure timely delivery of service requirements and also hold the ability to update records, rotas and important information as needed by the operation, in line with expectations using those systems (including Excel, Word & OneNote) Proactively monitor systems that manage work flow to different teams within the organisation, ensuring that tasks remain within Service-level Agreements (SLAs) and match with the right team or operative, intervening and escalating as required Able to use initiative within defined parameters but also able to recognise when and where documented processes exist, the reason they are in place and to then be able to confidently execute those processes without further intervention Undertake other ad hoc duties & performance reporting as prescribed by Team Leaders / Line Manager / Head of Facilities and within scope of skill and capability and participate in team mentoring and coaching as required (based on skill set) to ensure that we create a culture of continual support and development To participate in a scheduled workforce planning rota covering our full range of shifts and to be flexible in line with business requirements Comply with company policies and procedures and to adapt to operational changes as they are implemented Escalate non-standard issues to the relevant Team Leader / Line Manager / On call Manager 	Performance measures and key performance indicators (KPIs) (If required) <p>Call Availability</p> <p>Call Quality</p> <p>Average Number of Calls</p>

Person Specification

Person Specification		
(E) – Essential, (D) – Desirable		
Knowledge and Skills:	Experience:	Qualifications and Professional Memberships:
<p>Knowledge</p> <ul style="list-style-type: none"> Understanding of some basic medical terminology (d) <p>Skills</p> <ul style="list-style-type: none"> Able to act with pace & precision (e) Inquisitive with a desire to learn (e) Adaptable communication approach (e) Outgoing (e) Ability to work as part of a team and independently (e) Able to deal with critical requests within predefined processes and time constraints, right first time (e) Capable of working in emergency and pressured situations (e) Possess empathy and understanding (e) 	<p>Experience</p> <ul style="list-style-type: none"> Demonstratable experience in using IT applications including Excel, Word & OneNote (e) Previous Service Desk call handling or direct face to face customer service experience (d) Has previously recorded data into systems with speed and accuracy and is able to do this proficiently (e) 	<p>Qualifications</p> <ul style="list-style-type: none"> GCSE Maths & English (e) Relevant Customer Service training, award or qualification (d)

Essential Health and Safety information

Does the post involve...		Y	N
Confined spaces?	A “confined space” means any enclosed place, such as may need to be accessed by estates staff for maintenance such as loft spaces, plant rooms or flues.		✓
Driving?	This means driving a company vehicle, passenger carrying vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work.		✓
Exposure to substances hazardous to health?	This is where risk assessments have identified known health hazards (chemical, biological or radiological). For example, designated latex glove user.		✓
Hand arm vibration exposure?	This includes hand held tools such as drills, saws, gardening tools, domestic cleaning tools and other power equipment.		✓
Hand washing?	This means washing hands 20 plus times per working day.		✓
Lone working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		✓
Manual handling?	This means all job roles where there are specific manual handling / patient handling requirements.		✓
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).	✓	
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		✓
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		✓