

## JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

Job Title: Telephone Supervisor

Responsible to: Telecoms Manager

Department(s): Telecoms

Directorate: General Services

Operating Division:

Job Reference:

No of Job Holders:

Last Update (insert date):

### 2. JOB PURPOSE

Postholder responsible for the provision of a supervisory service to enable the effective and efficient delivery of operator services within the Division.

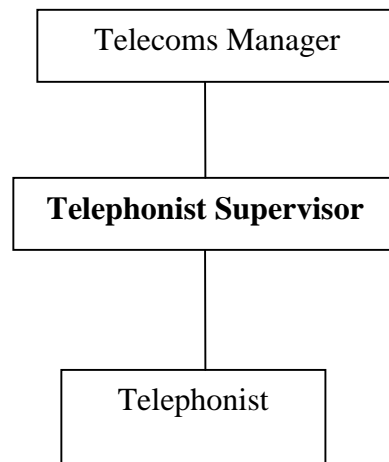
### 3. DIMENSIONS

Call handling is in the region of 5,000 to 6,000 calls per normal working day.

Also include:

- Number and level of staff supported
- Staff Management/Supervisory responsibilities, including numbers and levels
- Budgetary Responsibilities (supplies ordering, petty cash)

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Telecoms Department provides an efficient telephone operator service to members of hospital staff and to members of the public.

#### 6. KEY RESULT AREAS

1. Provide day-to-day co-ordinator role which meets service requirements.
2. Participate in the selection, training, development and motivation of staff optimising the use of resources.
3. Review and update departmental policies as appropriate.
4. Complete and maintain records of staff – pay/ annual leave/sickness/etc.
5. Ensure staff undertake work in accordance with statutory and departmental procedures.
6. Provide an important link between seniors and staff ensuring corporate aims are relayed to all.
7. Provide pager battery issuing service.
8. Plan and control staff annual leave.
9. Arrange Pager Calls to contact staff.
10. Reporting faults for payphone, extension line and switchboard as required.
11. Operation of switchboard consol staff location system and VDU.
12. Responding and completing routine emergencies including, Cardiac Arrest, Trauma Team, Psychiatric Emergencies, Paediatric/Obstetric Emergencies, Fire Calls, Bomb Threat and Major Incidents.
13. When on duty, provision of 24 hour monitoring and response in accordance with procedures to include, Fire, Plant Alarms and Gas Alarms.
14. Respond to Guardian Angel (loan worker) calls.

#### 7a. EQUIPMENT AND MACHINERY

Btex Telephone Consol  
Multitone System (Staff Location System)  
C6Win On-Line Telephone Directory (Also Call Logging Facility)

ADT Fire Alarm VDU

#### 7b. SYSTEMS

Btex – Telephone System

Multitone – Staff Location System

C6Win – On-Line Telephone Directory

#### 8. ASSIGNMENT AND REVIEW OF WORK

Work is determined by the daily service i.e. incoming/outgoing Traffic.

Work is reviewed on a regular basis by Telecoms Manager.

Mainly works on own with advice available from Telecom Manager if required.

#### 9. DECISIONS AND JUDGEMENTS

Compiling rotas, holiday/sickness cover.

Recruitment of staff.

#### 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

User volume – peak periods.

Being able to deal with emergency calls.

Dealing with members of the public.

#### 11. COMMUNICATIONS AND RELATIONSHIPS

**Internal:**

Monthly meetings with manager and staff.

Occasional communication with suppliers, deputising for the Telecoms Manager.

**External:**

All enquiries via switchboard from patients, clients etc, giving non-clinical advice.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

(Insert as appropriate to area- indicating level and frequency)

Examples may include:-

### **Physical Skills:**

Keyboard skills

### **Physical Demands:**

Sitting in a restricted position

### **Mental Demands:**

Concentration while inputting phone numbers and dealing with enquiries.

Extremely challenging when busy and working alone.

Ensuring department is running smoothly.

Covering and assisting Telecoms Manager

### **Emotional Demands:**

Dealing with emergency calls and distressed relatives.

### **Working Conditions:**

Continuous VDU use

## 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Previous supervisory experience.

Experience and knowledge of Btex consol.

Experience and knowledge of operating call logger/on-line directory.

Experience and knowledge of operating/programming Multitone 3000.

Experience and knowledge of TSX 50.

Good communication skills, good telephone manner, good organisational skills, customer care skills.

## 14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: