

JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

Job Title: Telephonist

Responsible to: Telephone Supervisor

Department(s): Telecoms

Directorate: General Services

Operating Division:

Job Reference:

No of Job Holders:

Last Update (insert date):

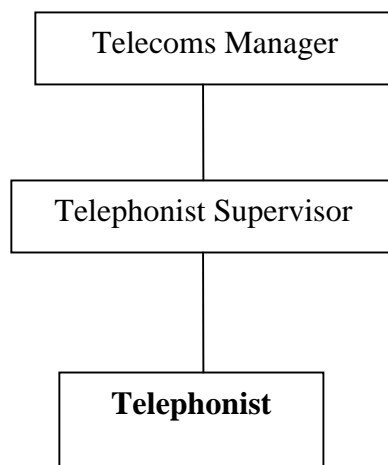
2. JOB PURPOSE

To provide an effective efficient operator service on behalf of the Division.

3. DIMENSIONS

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

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. Operation of switchboard consol.
2. Operation of staff location system.
3. Operation of on-line VDU directory.
4. Provision of 24-hour emergency call response.
5. Responding and completing routine emergencies including, Cardiac Arrest, Trauma Team, Psychiatric Emergencies, Paediatric / Obstetric emergencies, Fire Calls, Bomb Threat and Major Incidents.
6. Provision of 24 hour monitoring and response in accordance with procedures to include, Fire, Plant Alarms, Intruder Alarms and Gas alarms.
7. Reporting of faults on extensions, exchange lines, private circuits, staff location system etc in the absence of the Telecoms Manager/ Telephone Supervisor.
8. Operation of TSX 50 standby switchboard in the event of system failure.
9. Booking of contract taxis.
10. Arrange cover for sickness outwith normal working hours and weekends.
11. 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

Workload will be generated by daily service requirements over a 24 hour period.
Supervisor monitors work performance.
Work unsupervised outwith normal working hours.

9. DECISIONS AND JUDGEMENTS

In the absence of the Manager/Supervisor arrange shift cover for sickness.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Being able to deal with all emergency calls.
Dealing with members of the public.
Working within the procedures laid down by the department.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal:

Colleagues on shift re passing information regarding on-call rota's and calls that may involve other members of the Telecom Staff.

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.

Emotional Demands

Dealing with emergency calls and distressed relatives.

Working Conditions

Continuous VDU use

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

- Good communications skills.
- Be able to work under extreme pressure.

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: