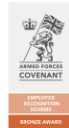


Service Support Coordinator 257495

L I V I N G O U R V A L U E S



A Career with NHS 24

Thank you for your interest in this position. This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24. Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland. We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We

employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/careers/>



Our Values



Care and Compassion

A commitment to creating a supportive and inclusive environment, where everyone is valued and treated with respect. Care and Compassion guide our interactions with

colleagues, patients, and partners, and serve as a foundation for building meaningful relationships

Dignity and Respect

Treating everyone with fairness, courtesy, and kindness, regardless of differences in background, belief, or opinion. Building trust and credibility in our interactions with others. Creating a positive work environment which is inclusive, respectful, and empowering

Openness, Honesty and Responsibility

Fostering clarity, trust, and accountability in all of our interactions, whether they be with colleagues, patients or partners. The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work

Quality and Teamwork

Striving for quality and excellence in all our endeavours and setting a high standard for ourselves and demonstrating our dedication to our patients across Scotland. This is coupled with working collaboratively to achieve our common goals, and leverage individual strengths and expertise, resulting in better outcomes and improved efficiency

Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Dignity and Respect

Openness, Honesty and
Responsibility

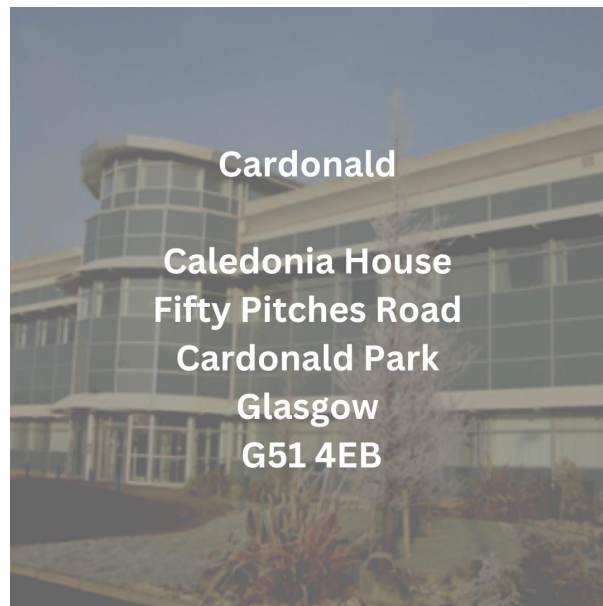
Quality and Teamwork

Care and Compassion

Our Centres



We have six regional centres Aberdeen, Cardonald, Clydebank, Dundee, Hillington and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



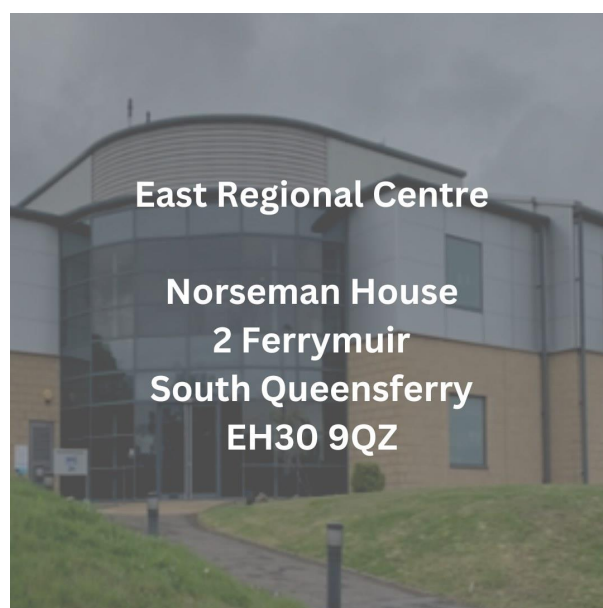
Cardonald

**Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB**



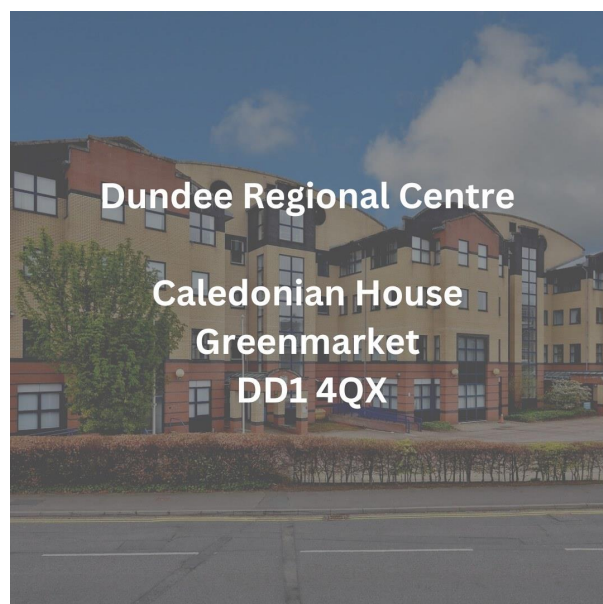
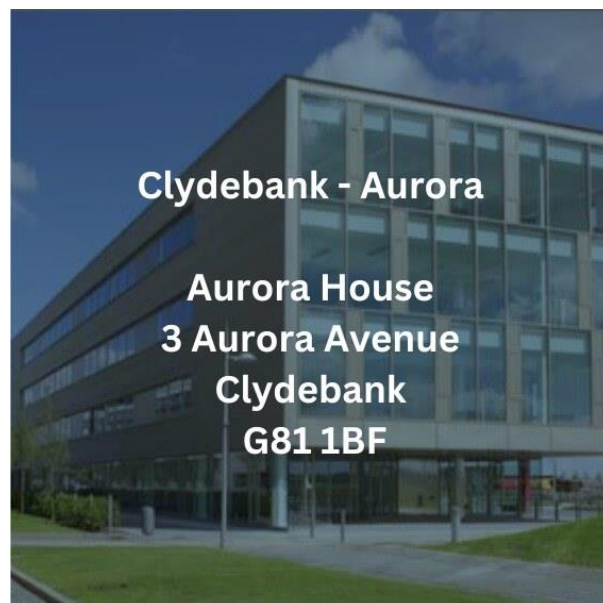
**North Regional
Centre**

**Forest Grove House
Foresterhill Road
ABERDEEN AB25 2ZP**



East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



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Responsibility

Quality and Teamwork

Care and Compassion

Who are you?



As a Service Support Coordinator, you will work as part of a small team but also independently at times. You will need to be adaptable as the role involves various areas of working and each day can be totally different. This role requires excellent communication skills and the successful candidate should be flexible and be able to fulfil shift patterns.

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Shift Working at NHS 24



NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

National Public Holidays are the busiest times, when other services across the Health Service are reduced.

Rota Information

- When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes
- Rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times

- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks' notice of any change to the rota

Over the busy Christmas and New Year period a 'festive rota' will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period.



Training



Core Induction will provide an initial welcome to NHS 24.

Training will be provided by the Service Support Team you will be working with.

Your Line Manager will discuss how best to support your ongoing development.



Benefits



NHS 24 offers a complete benefits package, with a permanent contract on Band 4 £31,537 - £34,303. Placement on salary scale and annual leave entitlement is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata

- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance



Recruitment Process



NHS Scotland vacancies will close at midnight on the closing date. You will not be able to apply for a vacancy after the closing date has passed.

- Applications must be submitted using our recruitment system – Jobtrain. Candidates submitted via Recruitment Agencies will not be considered for this post. Please refer to the advert for support with completing your application.
- **Application Shortlisting** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency-based interview.
- **Interview / Assessment** – Our competency-based interviews have a focus on NHS 24 values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic. Interviews will be held online.

*Start dates will be dependent on all pre-employment checks being completed and availability on our induction training programme.

For more information on the recruitment process and for support and guidance with your application please visit our Recruitment site at <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is **ESSENTIAL** that you have checked that you either already have an appropriate right to work in the UK or that the post would be eligible to be sponsored **BEFORE** submitting your application form.

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Responsibility

Quality and Teamwork

Care and Compassion

Job Description



Job Title: Service Support Coordinator

Reporting To: Service Support Team Leader

1. JOB PURPOSE

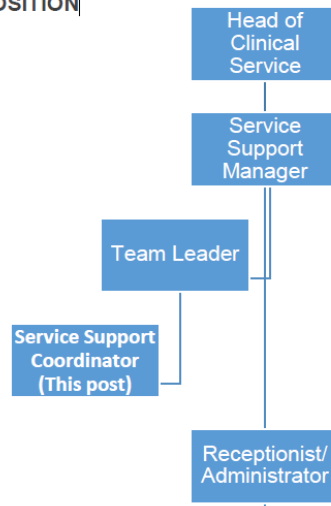
To provide a supporting role to all internal staff and external visitors to NHS 24 Contact Centres and demonstrate a professional first point of contact for all.

To provide support in terms of hospitality, facilities, adverse incidents, and general assistance and administration as and when required.

To supporting an ever-changing NHS24 centre, providing support for all frontline staff & managers across the estates covering both the in and out of hours period.

2. ORGANISATIONAL POSITION

ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 is a national service, which operates from 5 contact centres (in Aberdeen, Clydebank and South Queensferry) with Cardonald/HQ based in the Cardonald and Lightyear centres in Glasgow. The post of Service Support Co-ordinator is based in an NHS 24 Contact Centre. The post holder may be required from time to time to travel and spend time within other main centres whilst also providing support for 5 local sites, plus several smaller remote sites.

The post holder will provide first class professional support and administration functions within a NHS 24 Contact Centre ensuring that internal and external requests are executed to the highest standards within NHS guidelines and procedures.

The Service Support Co-ordinator will work in partnership with all contact centre staff and will report directly to the Service Support Team Leader where performance will be reviewed using the system of regular appraisal of performance.

4. MAIN DUTIES/RESPONSIBILITIES

Duties & Responsibilities

- The post holder is responsible for the accurate logging of a wide range of technical systems faults via BT helpdesk and the NHS 24 internal fault database. Excellent communication skills are required to gather details of the actual issue, from non-technical perspective and relay this to the supplier and more importantly receive feedback from the supplier and impart this to the fault reporter in a manner they can understand, especially when the issues are complex. For urgent or national service impacting faults/issues, especially those which are causing significant impact to the delivery of the national service, the post holder will escalate to appropriate parties and senior management teams , whilst continuing to provide suitable levels of support.
- Upon receipt of Adverse Incident Report, (AIR) forms, review to establish the severity and impact of the issue, before inputting the AIR details into the AIR access database. Categorise

and decide how best to progress the issue, longer-term, deciding if this matter can be resolved using either internal subject matter experts or by contacting the appropriate external supplier. Short-time use experience and knowledge to consider short-term work-around or temporary resolution e.g.) breakdown of a fax machine and whether another machine could be quickly re-configured and used, short-term, whilst the original is being fixed

- The post holder will be the main point of contact for NHS 24 and should expect to be approached by any member of any NHS 24 service to deal with a wide range of Operational, Clinical, Facilities, Technical and/or H&S issues. All of which will be unexpected and the majority non-routine. The post-holder will remain the point of contact from the moment an issue/fault is identified, until resolved. They must ensure that all stakeholders are kept informed of all developments, liaising with BT, suppliers and staff as required. The post holder must be pro-active in progressing all matters in a timely manner and if required frequently engage with suppliers for updates & anticipated resolution ideas and timescales.
- Conduct regular reviewing and archiving of AIR forms and ensure the AIR database is updated to reflect all Operational, clinical, facilities, technical and health & safety AIR's that have been submitted.
- Responsible for monitoring & responding to the Call Request Mailbox and the maintenance of the call download database and folders. Accessing call records via PRM Viewer/SAP and establishing dates, times and all users involved in call to enable a search through verint with relevant details. Provide requester with a SST email Reply Report (SeRR) containing Inums of call and on occasion downloading calls and win zipping the files. Editing of calls can also be required due to the sensitive nature of information prior to call copy requests being provided to Police Scotland, Freedom of Information, and Solicitors etc., all of which are sent via the NHS 24 Data Protection team.
- Daily Management of wide ranging issues, across the full NHS 24 estate & local sites including health and safety and technical faults. Examples of this would be assisting with adding in Outlook mailboxes to user's profiles. Or talking users through checking sound settings on their desktops following concerns re poor quality sound during calls. Addressing any H&S concerns raised at local sites, providing short term solutions until issue can be fully resolved. The complexity of these issues can be increased with a requirement to obtain detailed information on the precise issue (system, page, skill-set, content & actual issue) and then to provide clear step by step guidance, by telephone, as many requiring support are not located within the same centre and will have little technical awareness of the situation.
- Complete essential daily and Protected Learning Time (PLT) Partner opening and closing time rotas for all partner Health Boards. Identify and escalate to the duty CSM if any rotas do not load as expected. Follow the advice given re the next steps required i.e.) report to BT or

liaise with the affected Health Board and support them to resolve. Frequently the reasons for the issues will be unknown and the approach to resolve uncertain.

- Maintain the centre wide list of all operational users, ensuring this is up to date at all times. Regularly audit this to ensure all new starts have been added, leavers removed and team lists accurate to reflect team changes. Maintaining an accurate list is vital as this is the sole source of data, within the organisation, from which individual and team performance management information is generated.
- Using a web based system, the Service Support Co-ordinator will be responsible for sending text messages to staff with different information as and when requested, such as non-uniform days and overtime opportunities. Update and amend telephone numbers as and when required to ensure all staff who have signed up for this scheme do receive the text messages. Construct the message and programme this to be sent to the appropriate staff groups.
- Undertake stock checks, and maintain adequate stock levels of stationary and staff uniforms at all times. Distribute appropriately. The Service Support Co-Ordinator is required to input orders into the PECOS procurement system which will then seek approval from the authorised budget holder before being sent to the designated supplier. Purchase orders are also required to be submitted into the PECOS system for DSE equipment, IT equipment and Facility works as and when required.
- Working as part of the Service Support team, the post-holder must be pro-active in communicating the management of issues and share knowledge and experience gained particularly in fault resolutions / workarounds. Likewise learning from colleagues to ensure the team are providing a consistent level of support at all times.
- Updating and maintaining numerous excel operational databases and spreadsheets. These include, but are not exclusive to Call Request Database (an audit which details all calls requested and downloaded) Call Review spreadsheets, for all front-line skill-sets. These spreadsheets act as a version control documents, tracking versions and dates of changes.
- The post holder is responsible for the Knowledge Management System (KM) Hardcopy maintenance, ensuring that all information stored is accurate and updated with information received from the Health Information Services team. This includes the details of all locations of care, clinical and dental, across the country and any relevant changes. This is imperative, as it is the business continuity process that will be adopted should the Knowledge Management System fail. The post holder will be responsible for carrying out a biannual audit of folders, across all centres and sites to ensure these are up to date. KM hardcopies are used in the event of system failure to identify the LSDD (Local Service Delivery Details) that are open. These documents are collated in health board order.

- Dealing with a range of technical, clinical, operational, estate management issues, using a wide range of systems and databases the post holder is in a prime position to highlight adjustments, changes and / or improvements. These should be shared with the appropriate leads and or committees giving the post holder an opportunity to influence positive change for the benefit of all.
- Petty Cash Procedure. Within each site there are normally two people (one of which could be this post holder) are identified with the responsibility for security, management and issue of petty cash and the preparation of records. The Petty Cash Cashier acts with the full authority of the Director of Finance and IT. The Petty Cash Cashier is responsible for ensuring that a float of £250 is maintained and will request a top up from Finance via email if required.
- Responsible for creating and modifying building access permissions and disabling ID Badges. The post holder will follow the implemented NHS 24 Security policy/process for this, e.g.) when a member of staff loses a badge. In order to give appropriate area access the post holder will be required to communicate with local security teams to ensure staff are only given access to the areas required. And for staff working in buildings which are not owned by NHS24 or are co-located, restricted site access requires to be given.
- The post holder will plan and undertake take a series of weekly environmental readings, to ensure that the centre remains a safe working environment (checking the building temperature, noise levels, humidity and light readings) in line with regulations. Where a reading falls out with acceptable standards, the post holder will be required to use their judgement to take appropriate action. If required, the post holder may wish to discuss the matter with the Health & Safety Lead, Deputy or Duty CSM to agree the most appropriate action. Example of actions taken could be to reduce/increase temperature set points, switch off lighting if this is thought to be causing staff issues (i.e. migraines/ glare).
- The post holder will carry out regular First Aid Kit Audits to ensure each kit is fully stocked and that all items are in date. If items are out of date, then the post holder will generate an order with the appropriate supplier via PECOS to ensure that the kits are fully stocked. First Aid Kit Audits are carried out regularly by another member of the Service Support team. The post holder can be asked to do either of these tasks.
- The post holder co-ordinate and undertake Work Place Inspections. This involves thorough checks being made on housekeeping to ensure NHS 24 maintain a safe working environment and avoid work place hazards. E.g.)

A) ensuring all electrical equipment and cabling is checked to ensure safely stored and all have up to date PAT testing,

B) All Health & Safety signs are fully visible in the correct place and up to date,

C) All fire extinguishers are fully tested

D) Fire alarms have been carried out within an agreed time period.

• The post holder will carry out general housekeeping duties on a daily basis such as ensuring cabling is not exposed, fire exits are clear and hazard free. They will also look for any spills and/or obstacles, such as cleaning signs no longer required that could be a trip hazard. Standard daily housekeeping checks include :

- Stationary/Printer Stock check
- Tea/coffee/Sugar etc. stock check
- Plastic Cups at Water Machines
- Check for broken footstools
- Toner recycling
- Emptying shredders and paper bins.
- Proactive Hard Equipment Check including :
 - Fax Machines.
 - Spider Conference Phones
 - Dishwasher
 - Plasma Screens
 - Printers
- Daily VCU, Laptop and projector testing.
- Weekly Workstation Readiness checks on IT equipment.
- Regular PC restarts. Address any headset issues highlighted by staff, return headsets under warranty and issue replacement equipment or non-standard headsets as required.
- DSE. The post holder is DSE trained to advise staff on giving general advice after the user completes their DSE Assessment. The post holder is required to use their judgement to escalate to Health and Safety Lead, if appropriate. They also store, log and scan all received DSE forms to HR.
- The post holder is responsible for sorting and franking mail for every department including special and recorded deliveries and where required arranging external couriers for all departments.
- The post holder will be required to provide reception cover, which involves coordination of room bookings, meetings, and ordering of catering facilities. It is vital that the correct security procedure is followed for any visitors i.e. confidentiality forms are completed when required and the allocation of security access/visitor badges. The reception desk duties also extend to CCTV monitoring of the building & entrance to the reception area.

- Completion of a weekly audit of timesheets ensuring any discrepancies identified are passed back to the appropriate team lead for action. Once audited, the timesheets require to be filed & appropriately logged before being despatched off-site for storage. The logging of information is essential to support an effective retrieval process. This includes marrying up the bar-codes provided by the off-site storage company to the logs. Any discrepancies found during the weekly 10% audit are passed back to the appropriate team leader for action. After an agreed retention period, the timesheets require to be recalled from the off-site storage company and destroyed. Again details of this process require to be captured for audit purposes.
- Operator Chair Servicing and Maintenance is carried out annually by an external company for all the chairs within each site. The post holder is responsible of arranging for the site visit to be carried out and arranging repair for chairs with identified issues/faults
- Health & Safety activity planner produced by the SST Manager/Team Leader is checked to ensure all audits and H&S communications to staff are being completed on time. The post holder is required to email communications to relevant staff and post communications throughout the centres. And to liaise H&S representative to co-ordinate annual H&S audits.
- Regular and effective communicate with colleagues in other NHS24 contact centres to share knowledge, shared learning and ensure consistency of service across sites. Training of new staff on SST process and procedures.
- Checking and updating all the essential information in the battle box, which is used in the event of Business Continuity. This includes maintaining emergency staff contacts telephone numbers, a copy of the business contingency procedures, a list of all updated (Health Boards) fax numbers and on call rotas. The box should also contain a, torch, fire jacket and evacuation phone which is required to be fully charged at all times.
- Facilities management includes liaising with the weekly handy man for any less urgent maintenance issues. Liaising with estates maintenance for more urgent maintenance or building issues. Liaising with facility contract provider for larger maintenance and housekeeping issues. Anything reported will be monitored by the team from start to completion.
- Assist staff and managers to set-up and operate the Video conferencing facilities across centres, especially when potential faults are identified.
- Add, delete and change messages on the Wallboards, as and when instructed.
- Daily, check and replenish milk stocks in each centre.
- On an ongoing basis, train and educate a wide range of staff on a variety of tasks. From the completion of AIR forms & the completion of DSE assessment forms to altering settings on PCs, using Video Conferencing facilities and operating telephones/fax/ printing and scanning facilities.

5. SYSTEMS AND EQUIPMENT

- Verint Call recording system - used for retrieving requested calls and checking user permissions reflect their business role
- Contact Viewer – used for historical call retrieval on legacy system and administration of user permissions
- Symposium Web Client – restrict permissions for leavers.
- Adverse Incident Database – Administration, data entry, query and report building within Microsoft Access database
- Call Download Database - Administration, data entry, query and report building within Microsoft Access database
- PRM – Patient Relationship Management system – require to access legacy system viewer to assist with historical investigations / call requests
- SugarCRM - user administration of new users/leavers /role changes
- SAP Systems – used for Patient Records Access & Views, Reporting, Knowledge management, Soft phone Telephony queues and user groups, checking rotas, on line monitoring, inputting wallboard messages
- Consultation Call Reviews– concise data entry of call reviews required for statistical reporting
- Microsoft office systems – daily use of outlook, word, excel, power point, Access
- Video Conference Unit – regular testing of equipment and assisting users with system set up and use
- Contact Centre equipment – supporting user requirements with Meridian Telephones, Headsets, LCD Projector, Fax Machine, photocopiers etc.
- Computers – using and maintaining service of all desktop PCs / laptops and computer accessories
- Room Bookings / Catering Facilities for internal and external staff
- Contact Centre Facilities – reporting any issues with building facilities / fittings / fabrication
- PECOS Procurement Manager – used for raising purchase orders
- BT Remedy – used to monitor status of BT incidents
- Wallboards – maintaining message system for frontline staff
- SSTS – used for auditing staff timesheets, expenses
- Cardax – used for creating ID badges to maintain user access control

- CCTV
- Text Messaging Web Based System - used to issue staff comms
- WFM /Total View – Used to check / update staff rotas as requested
- CIPHR – Update information on own attendance and annual leave.

6. DECISIONS AND JUDGEMENTS

- The post holder is the first point of contact for front line staff (all services and all skill-sets) support. Using initiative to deal with queries but knowing when to escalate to senior management in line with service level agreements.
- This post holder is supervised by the Service Support Manager but is expected to use own initiative and make decisions within defined parameters, although advice is available when required.
- The post-holder is required to work autonomously to manage the allocation of workloads, ensuring that all tasks and reporting is completed within agreed timescales. Liaise with stakeholders to communicate progress.
- The post-holder is required to respond and assist staff to deal with all ad-hoc issues and unplanned interruptions as and when they arise.
- Required to deal with technical faults, ranging in degrees of complexity in relation to all NHS 24 equipment, This includes but not exclusive to complex issues with air conditioning, and a range of different desk-top applications (SAP,SUGAR,WFM) to fax machines and electronic kitchen equipment (Urns / Fridges). Initially, detailed analysis is required to first understand what the potential fault could be, assessment of the impact, before using experience to assess how best to resolve
- In the event of a significant national system failure, the post-holder is required to re-prioritise and adjust workload accordingly in order to fully support the major event, whilst ensuring other essential tasks , particularly compliance and safety issues are also completed
- To investigate adverse incidents, ensuing appropriate prioritisation, taking into account the risks involved to employee and patient safety.
- The role involves a high level of problem resolution and conflicting priorities, which require careful time management. The post holder will be expected to identify issues, interpret the matter and to action accordingly. This may involve introducing short term remedies or deciding to immediately escalate to others (within the team or key stakeholders).
- Required to forge strong working relationships across all levels both internal and external to NHS24, develop rapport and gain credibility with senior managers.

- Continually consider how any issues raised in relation to H&S, Facilities, Technical & Operational faults/issues etc. may impact on other Health Boards with whom NHS 24 is co-located. As a key member of the H&S team there is a requirement to suggest and influence changes to policy and procedures, especially those generated from the learning of managing actual real events/issues.

7. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to have good communication skills, as they will be required to develop positive and proactive working relationships with the extensive list of Internal and External staff and stakeholders shown below.

The post holder will be required to liaise and negotiate with external service providers on behalf of NHS 24 with progression of incidents or resolution/timescales, especially when it relates to national service impacting events or centre wide H&S issues which are directly impacting the working environment.

This may also extend to challenging and pro-longed discussions / negotiations with other co-located Health Boards & their facility management teams who may not be supported of NHS 24 issues, particularly if the suggested solutions impact their areas of work. At times an agreed negotiated compromise may be the best outcome for all parties concerned.

The ability to remain calm, use tact and diplomacy to obtain relevant information from staff/contractors who are angry or upset by ongoing system issues. The post holder requires to be empathic and have the ability to defuse contentious situations.

An effective, professional relationship is critical in order to optimise cooperation between Directorates and joint working. On a regular basis Service Support, require to develop relationships and establish regular communication with supplier support services – close links need to be established with all support teams for any issues, which may arise, or for further development work. Clear communication required to complete any tasks necessary, especially when support teams are offsite.

The post holder will have to adapt their communication to ensure that staff with limited technical knowledge have an understanding of the issue(s). And are able to verbalise all instructions clearly and concisely, since many of the issues being addressed will be required to be undertaken remotely.

Internal

- Service Support Manager
- Clinical Service Managers
- Associate Director of Operations and Nursing
- Heads Of Clinical Services

- Team Leaders
- Service Support Teams
- Contact Centre Front-line staff – ALL front-line services
- Training Department
- Technology Department
- Human Resources
- Central Resource Team
- All NHS 24 PA's
- SAS Partners
- Co-located Health Boards & Facility Management Teams
- Staff Side Colleagues

External

- BT Helpdesk
- Contractors (Facilities)
- National Services Scotland
- Security

8. Most Challenging parts of the job

- Concentration and multi-tasking due to continual interruptions and a wide range of issues.
- Prioritisation of workload , multi-tasking and time management required within a fast moving environment
- Working with an wide array of applications and systems
- Adverse incident reporting ensuring the appropriate escalation process is being followed at all times
- Emotional effort – frequent exposure to highly distressing content when undertaking the call download process.
- Dealing with staff/contractors who may be frustrated or panicked at the failure of their system / equipment and who want it fixed immediately
- When dealing with significant service impacting events, obtaining a clear and consistent understanding of the specific issue especially if more than one site is impacted.

9. Physical Demands of the Job

Physical

- Daily manual handling required daily for stocking up (stationary, refreshments, printers etc.), dealing with deliveries, emptying shredders and paper bins.
- Moving video conferencing units between offices.
- Reasonable level of mobility undertaking frequent workplace inspections
- Reasonable levels of agility to access desktops, cabling and electrical appliances stored under desks or placed out of reach (to avoid hazards)

Mental

- There can be a daily requirement for sitting at computer for large periods of the day which requires continuous periods of concentration to ensure accuracy e.g.) Call downloading for Information Governance
- The SS Co-Ordinator can expect to be interrupted on a regular basis during their shift, by any member of staff, and the nature of the interruptions is unpredictable (reasons range from facility issues, to discovering hazards, faulty equipment, lost & found items)

Emotional

- Frequent exposure to highly distressing content such as child abuse/domestic violence/death, when undertaking the call download process. Likewise when reading to redact such content to ensure no patient identifiable information is not visible on information being sent to Third Parties.

Working Conditions

- Travelling between contact centres and local sites for staffing coverage and Workplace Inspections.
- Shift work on a rotational basis including weekends.
- This post holder will be required to spend long hours using VDU.
- Exposure to unpleasant working conditions (blocked drains/toilets) & some hazards conditions (exposed cabling).

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

Essential

- General administration experience to a HNC level or equivalent. Further additional experience in the following areas:

➤ customer focused/ related environment

- working in or with an 'in house' Fault desk department
- dealing with and knowledge of H&S regulations
- undertaking Work Place inspections
- using office software packages including, excel, power point, Microsoft Word.
- Ability to work autonomously or as a fully supportive and integrated team player
- contributing to effective performance in achieving strategic goals for the Department.

Desirable

- Experience in NHS or public sector
- Knowledge of patient focused environment
- Experience of working within a contact centre environment
- DSE trained

Personal Qualities/skills

- Good communication skills
- Good analytical skills, numerate and literate.
- Ability to prioritise workload and balance conflicting priorities
- Team Player
- Adaptability
- Innovative Thinking
- Receptive to Change
- Problem solving
- Manage interruptions
- Willingness to help others.
- Remain focused & calm in a crisis.

Person Specification



Qualifications:	Essential	Desirable
DSE trained		X
Using office software packages including, excel, power point, Microsoft Word.	X	
Experience:	Essential	Desirable
Experience working with H&S in the Workplace Regulations	X	
Experience in NHS or public sector		X
Knowledge of patient focused environment		X
Evidence of working with first line Incident Reporting within a contact centre environment.	X	
Behavioural Competencies:	Essential	Desirable
Ability to work autonomously or as a fully supportive and integrated team player contributing to effective performance in achieving strategic goals for the Department.	X	
Good communication skills	X	
Good analytical skills, numerate and literate.	X	
Ability to prioritise workload and balance conflicting priorities	X	
Team Player	X	
Adaptability		X
Innovative Thinking		X
Receptive to Change		X
Problem solving		X
Manage interruptions		X
Willingness to help others.		X
Remain focused & calm in a crisis.		X
Other:	Essential	Desirable

Dignity and Respect

Openness, Honesty and Responsibility

Quality and Teamwork

Care and Compassion

Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using Jobtrain, please contact:

nhsscotland@helpmeapply.co.uk

L I V I N G O U R V A L U E S

Care and compassion

Dignity and respect

Openness, honesty and responsibility

Quality and Teamwork