

**Leeds Community Healthcare NHS Trust**

**Detailed Job Description**

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| **Post Details**  **Post title:** Call Centre Operative  **Band:** 2  **Profession:** Administration Services  **Professional Group:** Business Administration |
| **Service Description:**  As a Call Centre Operative within the healthcare in police custody team, you will play a vital role in supporting the delivery of healthcare services to individuals detained in police custody. You will be responsible for handling incoming and outgoing calls to coordinate the deployment of healthcare professionals, manage appointments, and ensure timely communication between custody suites, healthcare staff, and other stakeholders.  **Key Responsibilities:**     * Answer and respond to incoming calls from police custody suites requiring healthcare support. * Accurately log and prioritise requests for healthcare attendance, following standard operating procedures. * Coordinate with on-call healthcare professionals (e.g., nurses, paramedics, mental health specialists) to allocate and dispatch them to custody locations. * Maintain up-to-date and accurate records using call centre software and internal systems. * Monitor ongoing cases and follow up on any delays or issues, escalating to supervisors as needed. * Liaise effectively with police staff, healthcare teams, and other agencies to ensure smooth service delivery. * Adhere to data protection, confidentiality, and safeguarding protocols at all times. * Provide administrative support where necessary, including shift handovers, reporting, and case documentation.     **Requirements:**    **Essential:**     * Previous experience in a call centre, control room, or similar fast-paced environment. * Strong communication skills, both verbal and written. * Ability to remain calm and professional under pressure. * Excellent organisational and multitasking skills. * Proficiency in IT systems, including Microsoft Office and call management software. * Understanding of confidentiality and data protection principles.     **Desirable:**     * Experience working within a healthcare, emergency services, or criminal justice environment. * Knowledge of medical terminology or healthcare logistics. * Familiarity with police custody or forensic medical services.     **Shift Pattern:**    This role requires working on a rotating shift basis, including days, nights, weekends, and public holidays to provide 24/7 coverage.    **Additional Information:**     * Full training provided. * Police vetting * Opportunities for progression within healthcare or criminal justice sectors. |

The Administrator role supports the provision of efficient and effective administrative services to the organisation in order to meet identified business needs.

This role is often the first point of contact into a service and may involve a range of tasks including providing a reception service, meeting and greeting visitors to the building and undertaking a range of administrative services e.g. dealing with post and parcels, replenishing/ordering stock, record keeping, referral management, booking appointments, signposting appropriately.

The post holder will be a team player and will actively contribute to continuous service improvement activities, including the maintenance and improvement of quality to ensure that services are delivered with customer focus.

**Key result areas**

1. **Responsibility for communication and relationships**

* Provide excellent customer service during face to face/telephone reception service using verbal and written communication to liaise with staff, directorates, the public, patients and visitors.
* Deal with queries, either via telephone, face to face or electronically, promptly and efficiently to ensure that an accurate and quality information. Service is provided to staff and visitors.
* Gather information from a range of relevant internal and external sources to inform own work e.g. stationery and/or office machinery supplier information.
* Proactively contribute to the work of the whole team.
* Seek help when needed in order to complete own work effectively.
* Be open to taking on different roles.

The post holder will engage with a range of stakeholders both internal and external which may vary dependent on role.

1. **Responsibility for analysis and judgement**

* Follow instructions given to resolve issues for incidents reported from a variety of sources.
* Identify issues and escalate for resolution, assisting services with stock control/ordering, rearranging/cancelling appointments.
* Problem solving/fact finding where there is more than one straight forward choice of options.
* Assess issues/problems and determine the best course of action and provide options to Supervisor for approval, for example in the event of equipment failure or similar circumstances.

1. **Responsibility for planning and organisation**

* Schedule own day-to-day work/ tasks to meet service demands.
* Be willing to work flexibly and provide support and cover for colleagues as required.
* Provide support to the service/services in relation to scheduling and completion of tasks.
* Provide an efficient and effective reception function (as determined by assignment).
* Work in an organised manner using own knowledge to deliver tasks on time and to agreed quality standards.
* Take responsibility of quality of own work and keep the team informed of how it is progressing.

1. **Responsibility for policy and service improvement and development**

* Regularly review working practices and identify ideas to improve the service.
* Learn new procedures, seek to understand and use new technologies and help colleagues to do the same
* Actively co-operate with change, and consider ways to implement and adapt to change in own work role.
* Be constructive in raising issues with managers about implemented changes and the impact these are having on the service.
* Contribute to continuous service improvement activities.
* Adhere to LCH policy and standard operating procedures.

1. **Responsibility for financial and other physical resources**

* Maintain stock levels as required, escalating replenishment requirements.
* Ensure all responsibilities for repairs are discharged in a timely manner to avoid disruption to service delivery.
* Carefully operate equipment such as photocopiers, laminating machines, postal franking machine.
* Responsible for handling or processing cash to a value of less than £1000 per month.

1. **Responsibility for human resources**

* Assist in the training of new team members on procedures as required.
* Identify own skills, knowledge and behaviour gaps to inform own development plan and discuss these with the line manager.
* Recognise and take responsibility for the achievement of own learning and development objectives.
* Deputise for supervisor as needed

1. **Responsibility for information resources**

* Responsible for data entry, text processing or storage of data compiled by others.

**8. Responsibility for audit, research and development**

* Conduct monthly audits on stock control and as necessary to ensure service delivery is achieved.
* Complete administration of audits as required and update systems with results in line with agreed frequency.

**9. Freedom to Act**

* Deliver service levels, as directed by managers, within defined service level agreements, ensuring close liaison with Supervisor and stakeholders to constructively address operational issues for services delivered.
* Deliver services using standard operating procedures taking appropriate steps to ensure decisions are actioned within clearly defined policies, procedures and codes of conduct, escalating any anomalies to the operation managers.
* Deliver services within parameters of training and policy, identifying the need to escalate where customer requirements may breach policy.

**10. Responsibility for health, safety and security**

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the organisation.

**11. Responsibility for equality, diversity and rights**

* LCH has a vision to provide the best possible care to every community that we serve.  To help us realise the vision each of us must be open and honest and do what we say we will, treat everyone as an individual and continuously listen, learn and improve.

**12. Responsibility for quality**

* Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. Understanding and applying knowledge of support role in safeguarding and incident management.
* Acts as an advocate for service users and their families/carers recognising the boundaries of their knowledge; liaising and signposting on to other services/agencies as required
* Ensures that service user experience is core to all service development gaining support from the appropriate teams as required.

**Flexibility**

This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and, if necessary, further job matching or evaluation.

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 2 |
| **Hours:** | 37.5 |
| **Contract:** | Fixed Term until 31/03/2026 |
| **Salary:** | £24,465 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 4  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 4 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

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| **Additional information: Effort and Working Conditions** | | | | |
|  | **Emotional effort** | **Yes** | **No** | **Examples** |
| Giving unwelcome news to customers or staff |  | ✓ | Occasionally exposed to distressing situations as first port of call for service users, e.g. imparting news such as cancellation of appointments. Occasional contact with distressed services users. |
| Dealing with difficult situations | ✓ |  | Dealing with telephone or face to face enquiries from customers, some of whom may be unhappy |
| Providing counselling or coaching to staff |  | ✓ |  |
| Communicating life changing events |  | ✓ |  |
| Dealing with people with challenging behaviour |  | ✓ |  |
| Other |  | ✓ |  |
|  | **Physical effort** | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | ✓ |  |
| Lifting weights or equipment with or without mechanical  aids |  | ✓ | Occasionally required to move tables and chairs and maybe required to move stationery deliveries, handover postbag to shuttle service 5-8kg |
| Making repetitive movements | ✓ |  | Frequent keyboard usage. |
| Fine manipulation of objects |  | ✓ |  |
| Standing/sitting with limited scope for movement for  long periods |  | ✓ |  |
| Other |  | ✓ |  |
| **Mental effort** | **Yes** | **No** | **Examples** |
| Carry out training or assessments | ✓ |  | Staff development for the work area for new starters and statutory & mandatory training. |
|  | Analyse statistics |  | ✓ |  |
|  | Operate equipment | ✓ |  | Operate binding machine, franking machine, telephone switchboard |
|  | Give evidence in a formal hearing or tribunal |  | ✓ |  |
|  | Attend meetings | ✓ |  | Team meetings |
|  | Prepare detailed reports |  | ✓ |  |
|  | Check documents |  | ✓ |  |
|  | Carry out calculations |  | ✓ |  |
|  | Carry out fault finding |  | ✓ |  |
|  | Other |  | ✓ |  |
|  | Excessive temperatures or noise |  | ✓ |  |
|  | Use of VDU more or less continuously | ✓ |  | Use of a computer is a consistent requirement of this post. |
|  | Driving/being driven in normal situations |  | ✓ | Occasional travel is required but public transport use is encouraged. |
|  | Exposure to aggressive verbal behaviour wherethere is little/no support  is little/no support  there is little/no support |  | ✓ |  |
|  | Other |  | ✓ |  |

**Personal Specification: Call Centre Operative**

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| **At recruitment** | **Essential**  Those needed by the post holder to meet the requirements of the  job description to a satisfactory level | **Desirable**  Extra factors that can be used to choose between candidates who meet the essential criteria |
| **Qualifications** | * Educated to GCSE level (including English and Mathematics) OR equivalent practical knowledge and experience |  |
| **Knowledge** | * Sound working knowledge of Microsoft Office including Outlook, Word, Excel, PowerPoint, Access, SharePoint and Microsoft team packages * Knowledge of the importance of information governance, i.e. maintaining the confidentiality of information, storing information in the right place and making sure information is recorded clearly and accurately * Knowledge of the Data Protection Act |  |
| **Skills and Experience** | **Operational Delivery Management**   * Experience of retrieving information from various systems/applications * Ability to adapt to new changes implemented to the organisation such as incorporating new supplier systems as released * Ability to work consistently, methodically and reliably under pressure * Team player with the ability to support others in the performance of their roles as required   **Planning and Resource Management**   * Proven ability to understand and react appropriately to risks and issues * Delivering attention to detail within tight deadlines with frequent interruptions   **Decision-making**   * Ability to identify and implement improvements to the service processes * Ability to undertake surveys or audits as necessary   **Communication**   * Experience of contributing to a Reception function * Good verbal and written skills taking into account barriers to   Understanding, using diplomacy to deal with customers who misunderstand or breach procedures |  |
| **Other** | * Must be willing to travel to locations other than contracted base as and when required by the LCH. |  |