

JOB DESCRIPTION

JOB TITLE: Service Desk Officer

BAND: Band 3

DEPARTMENT: Informatics Customer Operations

LOCATION: The post holder is expected to be flexible in travelling to sites across the Trust and to be available to work at any of its premises.

ACCOUNTABLE TO: Head of Informatics Customer Operations

REPORTS TO: Senior Service Desk Co-ordinator

RESPONSIBLE FOR: N/A

MAIN PURPOSE OF THE JOB

To assist in providing a high quality service desk first line telephone support service. To provide a comprehensive support service for the Informatics Department.

The service desk provides customers with a single point of contact to log and resolve various Informatics queries. As part of the Service Desk team the Service Desk Officer is responsible for responding to all customer and user contact with the service desk and to accurately record and track calls with internal support teams and 3rd party suppliers. The Service Desk Officer will assist in creation of knowledge base and self-help material.

The post holder has a key role to help develop and present a positive customer image to all users of the Service Desk.

DIMENSIONS

Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

The post holder will commit to the vision and values of the Trust

VISION AND VALUES

The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

To be caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

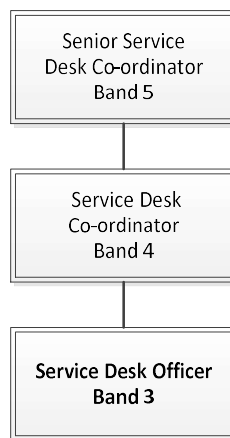
To be respectful

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

To be honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

- Excellent proven communication skills to develop effective relationships with internal users, staff and external partners.
- Maintain frequent contact with users and 2nd line support teams for the duration of any support issues, ensuring regular communication and frequent status updates are provided.
- Ability to work across multiple departments, organisations and agencies to and

build working relationships to speed the resolution of Informatics issues.

- Communicates complex informatics service issues to a wide range of internal and external staff, conveys Informatics concepts and solutions clearly.
- Liaise with other functions across informatics and beyond to ensure 1st level support calls are resolved in the shortest possible time.
- Ensure customers contacting the service desk are dealt with professionally and efficiently.
- Notify management staff of any calls of a serious nature.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Qualifications

- Must have a good standard of education to NVQ level 3 standard, or appropriate level of experience.
- Desirable to have a computer or business orientated qualification.
- Desirable to have the ITIL Foundation Qualification.

Knowledge

- A good understanding of Personal Computers (PCs), Printers, and a good grasp of current windows applications.
- Excellent ability in working with a diverse range of operating systems and applications.
- Excellent knowledge of personal computer/ server hardware including configuration techniques.
- Understanding of the business goals of the organisation.
- Knowledge of NHS Information and integrated Governance standards and principles would be desirable.

Skills

- Advanced keyboard skills with requirements to use specialist tools to configure various Informatics hardware and systems.
- Must have a high standard of accuracy.
- Must have experience of dealing with people, over the telephone and face to face, in a customer service environment.
- Ability to understand, absorb and comply with detailed procedures.
- Able to manage more than one task at a time.

Experience

- Experience of working in a busy office environment and dealing with high volumes of telephone calls.
- At least 6 months experience working in an Informatics environment, providing advanced service desk support for Microsoft Windows technologies.
- Experience in working with a diverse range of operating systems and applications.

ANALYTICAL AND JUDGEMENTAL SKILLS

- Analyse situations taking into consideration a range of facts and interpreting these appropriately.
- Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer.
- Use knowledge to communicate sound technical decisions.

PLANNING AND ORGANISATIONAL SKILLS

- Organise and prioritise normal workloads which include straightforward activities
- Manage and prioritise own workload.
- Requirement to adjust priorities frequently as calls are received.

PHYSICAL SKILLS

- Advanced keyboard skills with requirements to use specialist tools to configure various Informatics hardware and systems.
- The role requires sitting at a PC for long periods of time, with use of telephony equipment.

PATIENT CARE AND FAMILY INVOLVEMENT

- Incidental contact with patients in the care environment.

POLICY AND SERVICE DEVELOPMENT

- Use of agreed policies and procedures to comply with relevant security requirements and statutory legislation, as well as common support issues and associated resolutions.
- Comment on the effectiveness of policies and procedures suggesting improvements where necessary, including knowledge base and self help material.
- Follow change control processes for using within the Service Desk team.
- To promote the department at every opportunity.
- Monitor own professional standards of conduct.

FINANCIAL AND PHYSICAL RESOURCES

- Responsible for the proper and safe use of IT systems and equipment by users by ensuring proper advice is given.

HUMAN RESOURCES

- Offer advice to service desk customers where standards/ procedures have been identified and are in place.
- Take responsibility for the own work ensuring it is of high quality and in accordance with agreed policies and procedures.
- Provide regular feedback to customers with outstanding calls using the most appropriate feedback channel.
- Highlight staff training and development needs.
- Participate in personal objective setting and review, including the creation of a personal development plan.
- Respect confidentiality of any confidential information shared during the course of employment.
- Act as a role model for staff working within the department

INFORMATION RESOURCES

- To ensure calls and emails logged to the service desk are prioritised and escalated appropriately.
- Ensure the Support Manager is made aware of any calls of a serious nature or of breaches in SLAs.
- Ensure customer complaints are escalated to the Support Manager.

- Aim to increase the number of calls closed by the service desk on first contact to customer satisfaction.
- To assist with the identification of Service Desk related problems with a view to prevent/ pre-empt potential problems.

RESEARCH AND DEVELOPMENT

- Follow change management processes to ensure the risks associated with service desk administration tasks are minimised.
- Participate in Informatics projects, including testing and user communications.
- Ensure professional knowledge is regularly updated and keep abreast of relevant developments.
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate.

FREEDOM TO ACT

- The Service Desk Officer will use his/ her initiative to quickly resolve critical informatics support issues that could be affective Trust wide access to essential systems.
- Works as part of a team acting with defined policies and procedures.
- Often works on the resolution of support calls alone, escalating to the Service Desk Co-ordinator if unable to resolve.
- Works within organisations and professional policies and procedures. Seeks advice as necessary/ operates on own initiative, taking advice from manager if required.

Effort and Environment

Physical:

- The job role requires sitting at a PC for long periods of time, with the use of telephony equipment.

Mental:

- The post is very demanding and stressful mentally, being able to deal with the constant bombardment of user problems and system breakdowns. This can be very severe with a major network fault prompting hundreds of users to ring the service desk.

Emotional:

- Occasional exposure to emotional or distressing circumstances, largely relating to staff complaints, disciplinary actions and service users.
- The Service Desk Officer must be capable of maintaining composure even in the face of aggressive and abusive customers. This requirement is likely to be the exception rather than the rule. They must be capable of dealing with high volumes of calls and not react to verbal provocation.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every

employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

Principle 1. Justify the purpose(s) for using confidential information

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

Principle 2. Don't use personal confidential data unless it is absolutely necessary

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).

Principle 3. Use the minimum necessary personal confidential data

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum

amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

Principle 6. Comply with the law

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

Sustainability

The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance.

Clinical Effectiveness:

This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.

To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone's responsibility. Therefore all members of staff

should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities which continuously improve the quality of services that they provide.

Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, thought clinical supervision procedures.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner, which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature: **Date:**.....

Line Manager's Name:

Line Manager's Signature: **Date:**

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p><u>Certificates and Experience</u></p>	<ul style="list-style-type: none"> • Must have a good standard of education to NVQ level 3 standard, or appropriate level of experience. • Experience of working in a busy office environment and dealing with high volumes of telephone calls. • At least 6 months experience working in an Informatics environment, providing advanced service desk support for Microsoft Windows technologies. • Experience in working with a diverse range of operating systems and applications. 	<ul style="list-style-type: none"> • Desirable to have a computer or business orientated qualification. • Desirable to have the ITIL Foundation Qualification.
<p><u>Knowledge</u></p>	<ul style="list-style-type: none"> • A good understanding of Personal Computers (PCs), Printers, and a good grasp of current windows applications. • Excellent ability in working with a diverse range of operating systems and applications. • Excellent knowledge of personal computer/ server hardware including configuration techniques. • Understanding of the business goals of the organisation. 	<ul style="list-style-type: none"> • Knowledge of NHS Information and integrated Governance standards and principles.
<p><u>Skills</u></p>	<ul style="list-style-type: none"> • Advanced keyboard skills with requirements to use specialist tools 	

	<p>to configure various Informatics hardware and systems.</p> <ul style="list-style-type: none"> • Must have a high standard of accuracy. • Must have experience of dealing with people, over the telephone and face to face, in a customer service environment. • Ability to understand, absorb and comply with detailed procedures. • Able to manage more than one task at a time. • Analyse situations taking into consideration a range of facts and interpreting these appropriately. • Negotiate and discuss with colleagues individual cases with a view to resolution suitable to the customer. • Use knowledge to communicate sound technical decisions. • Organise and prioritise normal workloads which include straightforward activities • Manage and prioritise own workload. • Requirement to adjust priorities frequently as calls are received. 	
<p><u>Behaviours</u></p>	<ul style="list-style-type: none"> • Able to learn from constructive criticism. • Ability to meet tight deadlines within a pressurised work environment. • Highly motivated. 	

	<ul style="list-style-type: none">• Analytical approach.• Pleasant, friendly disposition.• Focussed and completer / finisher.• Passionate about enhancing Mental Health and Learning Disability Services.• Enthusiastic; reliable and motivated.• High focus on customer service and user requirements.• Fair, reasonable and approachable manner.• Must be articulate and methodical.• Ability to work independently and also be a Team Worker.• Flexible approach to working hours, maintaining and effective work/ life balance in line with IWL principles.• The Service Desk Officer should be flexible in providing support at a number of Trust premises, including occasional home working, during events such as extreme weather or major informatics incidents.• The Service Desk team operate a rota to ensure support by the Service Desk which may be changeable depending on the demands of the clinical and corporate services it supports. There may an increasing requirement for early/	
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	late shift cover and changeable working patterns.	
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