

Job description

Service Area:	Primary Care Services
Job Title:	PCS Processing and Customer Advisor
Band:	3
Location:	Middlebrook, Bolton

Job purpose

Processing data involving the analysis and interpretation of complex information recorded in documentation format and via information systems. Using knowledge of related procedures, regulations, and policies effectively to make appropriate processing and relevant administration decisions. Working with internal and external customers and stakeholders, providing exceptional levels of customer service.

In this role, you are accountable for

- 1.To analyse and interpret a range of complex information across a variety of different services and workstreams. Process appropriate information from relevant documentation and / or information systems.
2. Creating reports that can be presented to internal and external customers and stakeholders.
3. Ability to comprehend and interpret policies and procedures across a range of work areas. Make decisions in line with current NHSBSA, DH&SC, PHE policies and appropriate processing rules.
4. Working on relevant computer system applications, accurately inputting, updating, and amending information, including where appropriate customer details, according to set procedures to ensure that the enquiries are handled appropriately and actioned fully.
5. Using knowledge and guidance make appropriate decisions in line with current policies and regulations.
6. Ability to show genuine empathy, patience and resilience when communicating with our customers to deliver exceptional customer service and come to an agreed resolution.
7. Working to agreed performance and accuracy targets and standards, complying with all regulatory requirements such as Data Protection.

8. Working collaboratively to identify improvement across a range of business functions
9. Providing a flexible service to all NHSBSA customers with an emphasis on customer satisfaction.
10. Manages own workload and operates all services in line with Service Level Agreements, internal agreements and policies, technical instructions, and procedures and within agreed time scales.
11. Ability to treat people with respect under all circumstances, upholding and demonstrating the values and behaviours of the NHSBSA
12. Phone contact and email support required with stakeholders, internal and external customers, and clients. Face to face and virtual meetings may be required.
13. Identify and communicate any non-routine technical or system issues to appropriate people
14. Where required, may be requested to train, coach and mentor new or established staff to the duties of the role.
15. Where required, process quality standard sampling checks and provide feedback to managers and colleagues.
16. Participate in, and contribute to, the ORO+ process. Take ownership and responsibility for your personal development
17. Demonstrate an appreciation of Quality by complying with all Quality Systems, identifying, and recommending opportunities to improve working practices.
18. Responsible for the security of documents, information and equipment under their control and undertakes all duties in line with GDPR regulations.

In addition to the above accountabilities, as post holder you are expected to

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Comply with NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

**Responsible to
Team Manager**

Key relationships and connections

1. NHSBSA Colleagues, Customers and Stakeholders

Person specification

Service area Primary Care Services

Job title : PCS Processing and Customer Advisor

Personal Qualities, Knowledge and Skills

Essential criteria

1. Good standard of PC & keyboard skills. Ability to use IT programmes confidently.
2. Experience of data entry or processing. Ability to work quickly and accurately with an eye for detail.
3. Able to deliver excellent service whilst meeting deadlines and targets. Proven time and self-management skills.
4. Ability to negotiate and resolve queries effectively. Ability to remain calm when dealing with emotional, difficult, or dissatisfied customers.
5. Flexible approach to work and able to manage a diverse workload. Adaptable, with proven ability to respond to and switch between a wide variety of queries effectively.
6. Excellent communication skills, both written and verbal

Desirable criteria

Demonstrated by

1. Application Form
2. Interview
3. References

Disposition

Essential criteria

1. Positive attitude and self-motivated. Evidence of ability to work using own initiative
2. Discreet and sympathetic with a calm and confident manner
3. Committed to contributing effectively to team working. Reliable and committed
4. Resilient

Experience

Essential criteria

1. Experience of working in a quality-controlled environment following detailed policies and procedures.
2. Experience of dealing with internal and external customers on the telephone and in written communication
3. Experience of understanding and following detailed technical instructions

Desirable criteria

1. Experience of working in a customer service focussed environment

Demonstrated by

1. Application Form
2. Interview

Qualifications

Essential criteria

1. 3 GCSE's Grade C or above Maths and English (or equivalent experience)

Desirable criteria

1. NVQ level 3

Demonstrated by

1. Application Form
2. Certificates

Core capability (minimum level)

1. Communicating with Influence and Impact- Demonstrating an awareness of your personal impact, adapting your own style appropriately and acting as a role model. Being clear, credible, and articulate to engage others. Level 1
2. Innovating and Improving- Being flexible, adapting positively to change and suggesting ideas for improvements for how things are done to deliver improved outcomes. Using technology, creative approaches, and different ways of thinking things through to deliver improvements. Level 1
3. Working Together- Including colleagues and stakeholders in key activities. Welcoming different perspectives and building positive relationships. Level 1
4. Enabling performance and potential- Setting high standards for self and others by guiding, motivating, and developing. Helping colleagues to perform at their best and achieve their full potential. Level 1
5. Making and Owning Decisions- Using evidence to make sound, well-reasoned and justifiable decisions. Taking ownership of your actions and results, inspiring others to do the same. Level 2
6. Understanding the Bigger Picture- Demonstrating an understanding of how your role fits with and supports organisational objectives. Being able to see beyond your own role and business area. Understanding the opportunities and challenges facing the NHSBSA and wider NHS. Level 1

Relevant professional framework