

Job description

Service area:	Scanning Services
Job title:	PCS Scanning Team Member
Band:	3
Location:	Newcastle

Job purpose:

The post holder will be required to complete all functions involved in the receipt, preparation, scanning and return of documents across a variety of work streams and using a mix of technical equipment. Using knowledge of related procedures, regulations, and policies effectively to make appropriate and relevant administration decisions. Working with internal and external customers and stakeholders, providing exceptional levels of customer service. Analysing and interpreting complex information recorded in documentation format and via information systems.

In this role, you are accountable for:

1. Participate in the receipt of documents, assigning work to the correct work streams, analysing for discrepancies or issues that may then require direct contact with the customer/supplier, ensuring deadlines are met for payment schedules or other processes.
2. Prepare documents to an adequate standard for scanning, making all relevant checks and taking appropriate corrective action where discrepancies are found.

3. Scan a range of documents across a variety of different services and workstreams as workloads dictate, adhering to the specific policies and procedures for those services to ensure documents are processed correctly.
4. Prepare documents to the necessary standards and complete all necessary documentation for return to customer/stakeholders. Ensure appropriate methods are used, with all policies and procedures associated adhered to.
5. Phone contact and email support required with stakeholders, internal and external customers, and clients. These may include, but not be limited to, submission discrepancies, tolerance checks (5% calls), EPS feedback etc. Face to face and virtual meetings may be required.
6. 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.
7. 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.
8. Using knowledge and guidance make appropriate decisions in line with current policies and regulations.
9. Ability to show genuine empathy, patience and resilience when communicating with our customers to deliver exceptional customer service and come to an agreed resolution.
10. Working to agreed performance and accuracy targets and standards, complying with all regulatory requirements such as Data Protection, ISO Accreditation etc.
11. Working collaboratively to identify improvement across a range of business functions
12. Providing a flexible service to all NHSBSA customers with an emphasis on customer satisfaction.
13. 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.
14. Ability to treat people with respect under all circumstances, upholding and demonstrating the values and behaviours of the NHSBSA
15. Identify and communicate any non-routine technical or system issues to appropriate people
16. Where required, may be requested to train, coach and mentor new or established staff to the duties of the role.

17. Where required, process quality standard sampling checks and provide feedback to managers and colleagues.
18. Participate in, and contribute to, the ORO+ process. Take ownership and responsibility for your personal development
19. Demonstrate an appreciation of Quality by complying with all Quality Systems, identifying, and recommending opportunities to improve working practices.
20. 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: NHSBSA Colleagues, Customers and Stakeholders



Person specification

Service area: Primary Care Services

Job title: PCS Processing and Customer Advisor

	Essential criteria	Desirable criteria	Demonstrated by
Personal Qualities, Knowledge and Skills	<ul style="list-style-type: none"> • Good standard of PC & keyboard skills. • Ability to use IT programmes confidently • Experience of data entry or processing • Able to deliver excellent service whilst meeting deadlines and targets • Ability to negotiate and resolve queries effectively • Ability to remain calm when dealing with emotional, difficult, or dissatisfied customers • Adaptable, with proven ability to respond to and switch between a wide variety of queries effectively • Flexible approach to work and able to manage a diverse workload. • Excellent communication skills both written and verbal • Proven time and self-management skills • Ability to work quickly and accurately with an eye for detail. 		Application Form Interview

Disposition	<ul style="list-style-type: none"> • Positive attitude and self-motivated. • Evidence of ability to work using own initiative • Discreet and sympathetic with a calm and confident manner • Committed to contributing effectively to team working • Reliable and committed • Resilient 		Interview References
Experience	<ul style="list-style-type: none"> • Experience of working in a quality-controlled environment following detailed policies and procedures. • Experience of dealing with internal and external customers on the telephone and in written communication • Experience of understanding and following detailed technical instructions 	<ul style="list-style-type: none"> • Experience of working in a customer service focussed environment 	Application Form Interview
Qualifications	<ul style="list-style-type: none"> • 3 GCSE's Grade C or above Maths and English (or equivalent experience). 	<ul style="list-style-type: none"> • NVQ level 3 	Application Form Certificates
Core capability level (minimum)	<ul style="list-style-type: none"> • 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 • 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 • Working Together- Including colleagues and stakeholders in key activities. Welcoming different perspectives and building positive relationships. Level 1 • 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 • Making and Owning Decisions- Using evidence to make sound, well-reasoned and justifiable decisions. Taking ownership 		

	<p>of your actions and results, inspiring others to do the same. Level 2</p> <ul style="list-style-type: none">• 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	