



Call Handlers (Bank/Zero/Contracted Hours)

Location: Aston, Birmingham

Hourly Rates of Pay: From £11.44 per hour, effective from 1 April 2024 (pay rate dependent on shift pattern)

Various Shift Pattern: Daytime shifts, Evening shifts, Overnight shifts and Weekend shifts.

Exciting opportunities have arisen at Badger Group which is a social enterprise that works with key stakeholders including NHS Trusts, local authorities, local Councillors & MPs and GPs to deliver best patient care.

As an out of hours and urgent care provider, we are seeking Call Handlers to work in our 24/7 operation based in Birmingham.

We are looking for call handlers who have a drive and passion to make a difference to people's lives, you will be able to work well as part of a team and have good problem-solving skills with excellent interpersonal, communication and listening skills with an empathetic nature.

You can make an invaluable difference every day to patients by providing help and support to people at their time of need.

You will possess excellent organisational and IT skills and have a professional telephone manner and have the ability to remain calm under pressure. You will have fast and accurate typing.

Ideally you will have previous call handling experience or have worked in a customer service environment or patient-based environment and understand the Data Protection Act and Confidentiality.

If you have a friendly manner and experience within a customer service environment, then we would love to hear from you.

You will be provided with a full in-house training programme to support you in your role.

If you would like to apply to join our dynamic team, please download the Job Description and Person Specification for this role from our website www.badger-group.com and submit your CV along with a Supporting Information (maximum 3 pages) which outlines why you meet the essential skills required for the job. It is a good idea to look at the 'essentials' skills and knowledge in the Person Specification. Please send your CV and Supporting Information to recruitment@badger.nhs.uk.

CVs submitted without Supporting Information will not be shortlisted.

Closing Date: CVs and Supporting Information must be submitted by Thursday 4 April 2024.