



Overnight Call Handlers

Location: Birmingham

Full or Part-time hours: 25-37.5 hours per week (minimum 25 hours per week).

Hourly Rates of Pay: £10.20 to £12.64 per hour (dependent on shift pattern)

Shift Pattern: Overnights (Saturday and Sundays and weeknights negotiable)

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 Overnight 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, to be able to work well as part of a team and have good problem solving and excellent interpersonal skills with an empathetic nature.

You will possess excellent communication 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 have an understanding of the Data Protection Act and Confidentiality.

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

If you would like the opportunity to be involved in a team committed to high quality patient care please download an application pack on our website www.badger-group.com/careers and return to: recruitment@badger.nhs.uk.

Informal enquiries should be made to the Badger HR Team via hr@badger.nhs.uk.

Closing Date: Completed application forms must be submitted by Monday 18th September 2023.

Short listing Date: W/C 18th September 2023

Interviews: W/C 25th September 2023