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Produced by Change Implementation Team
Operational Support Unit - DCALDMH



How we work in a mobile and flexible way

Introduction

By doing things differently we will be in a position to play our part in transformation and it is one of the ways that we are responding to the challenge we face. This is about more than saving money we all need to look at what we do and how we do it.

This means:

- Putting the customer at the heart of what we do and how we design and deliver services.
- Adopting a new approach to how and where we work.
- Being empowered, trained, accountable and equipped to face the future.
- Real change for all of us.

Unified Communication System

Unified Communications (UC) is our new integrated communication system.

UC will make it easier to communicate and work with customers and colleagues wherever we are and in a modernisation environment gives opportunity and greater value for money.

- All staff are expected to use Unified Communications (UC) in order to support the new ways of working.
- It is expected that individuals will update their Open-scape Web Page daily with presence and handset selection and redirect calls to either an alternative handset, voicemail or to admin support when leaving the office.
- The UC system enables individuals to manage their calls, giving choice as to where the telephone calls are answered.
- The UC system can be set to direct calls to an office phone, mobile phone, home landline or voicemail.
- On a daily basis staff must ensure this is set up effectively and working efficiently.

- It is expected that staff will take their own phone calls except when in meetings, travelling, training, sickness or on annual leave.
- Netcall will shortly be introduced within KCC and this will allow the caller to be connected directly through to your 03000 numbers without the need to go via the Contact Centre. Therefore it is imperative that all staff manage their UC effectively.
- If you divert calls to your mobile phone, answer phone messages will be left on your UC account and not your mobile phone.
- When on holiday, training or sick leave, please ensure your phone is diverted appropriately to the admin support or an updated voicemail message is applied stating the duration of your absence and who to contact whilst you are away.
- Your email system will act as a prompting service, alerting you of answer phone messages and missed calls.

Ensure your voicemail message is set for your 03000 number and on your mobile phone.

Wording is to be as follows:

“ This is the voicemail of xxxxxx, our office hours are 0830am – 5pm Monday- Friday, I am currently unable to take your call at present.

If you require immediate assistance and you are calling during office hours please contact (admin support) xxxxxxxx or if you are calling outside of office hours and the matter is urgent then please contact 03000 416161.

If you would like me to contact you, please leave your name, telephone number, and message after the tone, and I will return your call as soon as possible.

”
Thank you for your call.

- You must check the voicemail facility on a daily basis.
- It is recommended to use UC rather than using an O2 connection via your mobile phone, calls should be directed to the handset as this is more cost effective to the authority and allows for improved audibility and connectivity.

Information Governance

When working from bases other than you KCC office base, staff should ensure they:

- Only take documents containing sensitive information out of the office if they require these for the purpose of their work
- These documents are returned to their files in the KCC office as soon as possible
- Keep all documents and laptops/ electronic devices in a secure place
- If documents/ laptops/ electronic devices are being left in a car during a visit they must be locked in the boot
- Documents/ laptops/ electronic devices must never be left in a car overnight.

Putting the service user first

- Ensure your contact telephone number is provided to your service users to ensure they can contact you directly when required.
- Answer the telephone promptly, please do not leave phones ringing.
- Take messages effectively note the time, date, name and number of caller and take a brief message as to the nature of the phone call.
- Give the caller a timescale in which you will call back e.g. 'I'll return your call by 3pm' and ensure this is adhered to.
- Always deal with general enquiries from callers in a positive manner.
- If a call has been transferred to you in error try to help the service user first. Use KNet to find the UC number of the person/team they need to speak to and transfer the call accordingly. Avoid putting calls back to the Contact Centre.

Email signatures and out of office assistant

- It is important to sign off your email messages with a signature which is set as default and to set your Out of Office Assistant when you are away from the office.
- Details must be up to date and accurate at all times.

Corporate layout for email signatures is as follows:

John Doe | Campaigns and Marketing Officer
| Communications & Engagement | Kent
County Council | Room 007, Sessions
House, Maidstone, ME14 1XQ | Internal:
7000 1591 | External: 01622 221591 |
www.kent.gov.uk

Font: Black, Arial size 12

For further information please use the following link to KNet.

<http://knet/ourcouncil/Pages/Branding-email-signature.aspx>

What should I put as an Out of Office message?

- How long you are away for.
- Who to contact if you are unavailable and the enquiry cannot wait.
- The date of your return.
- Whether you will be checking your emails intermittently or not.

Note: Your out of office message should be informative and helpful. It needs to reflect both you and the council in a professional manner.

Outlook calendar

- The Outlook calendar must be kept up to date with all appointments and commitments shown. i.e. meetings, visits to Service Users -the initials of the client and Swift number should be visible, working from home (shown as WFH), travel time, out of office, private appointments and annual leave.
- Ensure your calendar is open to all.
- When arranging meetings use the 'meeting request' function, this way you know that all attendees have this in their calendar, and you can track who has accepted/declined.
- Where the details of the meeting are confidential you can restrict the information shown to others by marking the appointment as 'private.'
- It is good practice to show travel time where appropriate.
- It is important to show the whole time that you will be attending a meeting as this allows people to gauge when you will be back in the office.
- Ensure your UC telephone number is at the top of the calendar page.
- Remember to update the calendar during the day as changes happen. This can be done via a desktop computer, mobile phone, tablet/laptop with connectivity.

Ensure your KNet entry is updated

- Should your details change – a new job title, new team or a new surname -be sure to update your KNet profile. If you need to amend your 03000 telephone number you will need to log a call via ICT self service. Where possible please add your admin support telephone number as an alternative contact number, this can be added to the other phone field on your KNeT profile.
- KNeT is of increased importance as this is the main source that colleagues and Netcall will access to find your current contact details.

Your KNeT profile must include your manager's name, the team you are currently employed in, this will assist colleagues if they are unable to contact you directly.

It is not compulsory to upload a photograph of yourself – some members of staff already have, but it helps other people recognise you at meetings or events, or find out who you are if they only ever email or speak to you.

Working in an open plan office

- Avoid talking past other people. Always walk to the desk of the person you would like to speak to.
- Be mindful when having conversations – don't speak too loudly in shared workspaces as you may be disrupting other colleagues. Always be aware of what may be overheard and be mindful of the need for confidentiality.
- Where possible avoid eating strong smelling foods at your desk. Pungent or bad odours are one of the most complained about issues in an open plan office.
- Mobile phones should not be left unattended and ringtones should be adjusted to suit an office environment.
- KCC has a comprehensive suite of policies which advise staff on Data Protection: <http://knet/ourcouncil/Pages/information-governance.aspx>
- When working in open plan offices or working in alternative settings staff should pay particular attention to the guidance on working in open spaces: <http://knet/ourcouncil/Documents/NWW-info-governance-WorkinginZones.pdf>
- Ensuring sensitive personal information is secure, undertaking a risk assessment and ensuring appropriate equipment such a privacy screen is used where appropriate.

New ways of working - clear desk policy

- All colleagues are expected to leave the workspace, ensuring surfaces are free of files, paperwork, cups and that rubbish is disposed of. At the end of each day desks should be left free of personal photographs, cuddly toys or mugs.

- For security reasons if your mobile device is to remain at work it must be locked away in your allocated locker or storage cupboards at the end of each day.
- Be respectful of colleagues who have specially adjusted chairs, raised desk or voice recognition equipment. This will be evident if their name is on the chair and it says 'please do not adjust.'
- Ensure that equipment is left clean and free from bacteria – coffee rings left on work stations, crumbs in the keyboard, unwashed mugs, teacups and dirty plates left out are all unacceptable.
- Treat workspaces with respect and leave everything as you would like to find it.