

Duty Desk Guidelines

Outlined below are some considerations for QA Inspectors when staffing the Duty Desk.

This document should be read in Conjunction with the SIAMS Duty Desk Protocol for Inspectors.

1. During the day

- 1.1 The Duty Desk is operational from 9:00am-5:00pm. The Duty Desk number is 020 7898 1866.
- 1.2 Each morning the National SIAMS team will email you a confidential list of live inspections for the day. This will include: the inspector's name, contact details, name of school, school location, school URN, and the name of the critical reader. If it is the inspector's first solo inspection a copy of their signoff report will be sent as well.
- 1.3 At the start of your Duty Desk shift a member of the SIAMS team will call you to check that the call forwarding is working. You can also check this yourself by calling the duty desk number on a second phoneline, if you have one.
- 1.4 You should aim to respond to phone calls as soon as you are reasonably able. Use your professional judgement when prioritising responses.
- 1.5 It is likely that there will be times when there is a greater demand on the Duty Desk, for example, during lunchtime and towards the end of the day.
- 1.6 Refer to the process guidance contained in the SIAMS Duty Desk Protocol for Inspectors when responding to inspectors' queries. This outlines a step-by-step approach to dealing with the queries and issues raised by inspectors.
- 1.7 Keep a record of all contacts with the Duty Desk using template record form.
- 1.8 If you should miss a call or if you are on a call already the call may be forwarded to the SIAMS team.

2. At the end of the day

- 2.1 At the end of your shift, please email your completed record form to SIAMS@churchofengland.org. This will allow the National SIAMS Team to evaluate trends and patterns.
- 2.2 It will also enable critical readers to be informed when an inspector has contacted the Duty Desk.