

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>EOC Regional Scheduling Lead</b>
<b>AFC BAND:</b>	<b>Band 5</b>
<b>HOURS:</b>	<b>37.5</b>
<b>DIRECTORATE:</b>	<b>Operations</b>
<b>DEPARTMENT:</b>	<b>Emergency Operations Centre (EOC)</b>
<b>REPORTING TO:</b>	<b>Head of EOC/Senior EOC Manager</b>
<b>BASE:</b>	<b>Regional role (based at Chelmsford, Norwich or Bedford)</b>

### PART B: JOB SUMMARY

Supervision of roster planning for the three EOCs, (Chelmsford, Bedford and Norwich) for job roles including DEO, DTL CHTL, Dispatcher, Call Taker and CSD. Identifying concerns to SEM/Head of EOC; ensuring compliance with Trust Policies, Procedures and any other relevant guidance.

Supervision of the planning of annual leave of EOC staff in Chelmsford, Bedford and Norwich for job roles including DEO, DTL CHTL, Dispatcher, Call Taker and CSD. Identifying concerns to SEM/Head of EOC; ensuring compliance with the Trust Policies, Procedures and any other relevant guidance.

Management and responsibility for the planning of Call Takers regionally across all three EOC sites. This will include the booking of leave, planning of all reliefs to duties and the planning of overtime to ensure agreed safe levels of call taking cover throughout a 24/7 period in line with minimum numbers for resilience and hourly demand analysis.

Management of the annual leave 'usage' across all three EOC's, monitoring leave usage and escalating any concerns to the SEM's in relation to safe levels of cover or any individuals.

To assist the EOA's (local planners) as required in the planning of all other EOC staff, including management of rosters, relief, annual leave usage,

overtime and sickness and the upkeep of GRS to maintain a true and accurate record of these. To provide support and cover for annual leave and unexpected absences of these staff (EOA's) across all three EOC sites to ensure save levels of cover within EOC are maintained at all times.

To assist with the collation of salary returns as required, to monitor compliance, ensuring correct and accurate completion is achieved, by carrying out (collating) audits of 10% of the salary returns from each EOC on a monthly basis and escalating any concerns to the appropriate SEM.

Responsible for collating and maintaining an up to date record of all EOC staff working a flexible or relief rota and subject to the 13 week unsocial allowance review. To undertake the 13 week review for all staff working a flexible or relief rota in accordance with this, ensuring staff are kept fully informed of any changes to their unsocial allowance entitlements and maintaining accurate records. Collation of this data and dissemination to the SEMs for authorisation and submission to payroll within deadlines.

Responsible for checking, validating rota's and identifying the associated requirements to ensure that the appropriate departments and functions are notified of on-going changes, ensuring that they compliant with Trust Policies, Procedures and any other relevant guidance.

Responsible for providing guidance to support all levels of GRS users, with responsibilities to EOCs.

Responsible for developing and maintaining robust information systems that reliably inform the Head of EOC and the SEMs of "real-time" staffing/resource cover within the EOC's locally and regionally.

To support the development of strategic plans to enable better service deliver, including contributing to long term seasonal planning for EOC and rota design.

To work autonomously using initiative and decision making skills, whilst supporting local planners, and reporting to line manager when necessary.

Responsible for:

a) Staff

- To support local planners at the three EOCs, located in Chelmsford, Bedford and Norwich. Offering, supervisory advice, leadership and line management as appropriate.
- Planning of annual leave and duties for all call takers at the three EOCs.

b) Resources

- To oversee EOC planning in its entirety to ensure safe levels of cover as per agreed parameters at all times.
- Maintaining the scheduling data base (GRS) ensuring true and accurate data and provision of information to Head of EOC and SEMs as required.

## **PART C: KEY RELATIONSHIPS**

Senior EOC Managers  
 EOC Administrators  
 EOC Staff  
 Operational Administrators

## **PART D: JOB SPECIFIC RESPONSIBILITIES**

### 1) Leadership

1.1 To ensure local planners [EOAs] at the three EOCs are fully informed of the Trust's aims and objectives in relation to Scheduling.

1.2 Monitor the local planners [EOAs] and provide relevant feedback on agreed performance measures and taking action to support the individual's development as appropriate.

1.3 Responsible for monitoring overtime distribution within the departments.

1.4 Responsible for supervising the key planning activities such as annual leave, overtime allocation and dropped shifts reports. Ensuring that they are delivered to the appropriate standards and are compliant with the Trust's Policies, Procedures and any other relevant guidance.

1.5 To supervise the planning function providing guidance and direction on a daily basis to all staff.

1.6 To participate in the recruitment and selection processes for staff within the EOCs as required

1.7 Liaise with Managers, Human Resources, Finance and other departments to support workforce planning.

1.8 Liaise with Managers, Finance and Human Resources to ensure that rotas remain current, enabling accurate reporting of staff requirements and associated costs to other departments within the Trust.

1.9 Monitor the provision of unit hours against current demand analysis, liaising with managers to ensure that the demand profile is appropriate and

reviewed to reflect seasonality and other variations. This particularly relates to the role of Call Taker.

1.10 Participate in the review of staff absence when requested to do so.

1.11 Act as an authorised signatory in relation to time sheets including bank staff and other delegated staff.

1.12 The post holder will be required to maintain prolonged concentration while producing reports, reviewing rotas etc. whilst frequent interruptions may occur.

1.13 Responsible for ensuring appropriate information governance including the application of legislation such as the Data Protection Act and monitoring the access, storage and use of information to ensure compliance with Trust Policies, Procedures and any other relevant guidance.

1.14 Manage the scheduling data base (GRS) to ensure that the information is current, accurate and maintained in a timely way.

1.15 Maintain close working relationships with Managers to support the delivery of cost effective and efficient provision of unit hours by hour of day and day of the week.

## 2) Information Governance

2.1 Responsible for highlighting errors and faults within the scheduling database to rostering services, and for ensuring the integrity of data following any subsequent corrects or changes.

2.2 Over seeing monthly audits of salary return, collating audits and producing reports from the audits.

2.3 The post holder is responsible for analysing large volumes of data and using judgement to manipulate this data to produce meaningful accurate management information in regards to their sphere of influence.

2.4 Information produced must be tailored to meet the requirement of the end user; this may require information to be presented at a strategic or operational level and will reflect analytical skills and the ability to form projections within their sphere of influence.

2.5 Responsible for developing reports for the Trust on a regular basis. Responsible for producing reports for the head of EOC, SEMs, DEOs and other departments as required.

## 3) Management Information

3.1 Responsible for the provision of complex and often sensitive ad-hoc information when requested, to support day to day decision making. Tailoring the output to meet the manager's requirement.

3.2 Monitor and report absences from the rotas retrospectively and use this data along with pre-booked absences to produce trend analysis and projections within the three EOCs.

3.3 Reporting to colleagues in other departments such as Human Resources and Finance, providing standard reports such as accrual, sickness, absences and rota provision summaries upon reasonable requests being made.

3.4 Support the understanding and interpretation of information used by the Trust from a variety of databases, providing advice and guidance to EOC Managers

3.5 The post holder will be required to have an understanding of data of a variety of sources for example Finance and Scheduling database (GRS) and will assess the data to support balanced advise and decision making.

3.6 Responsible for monitoring the unsocial hours of the reliefs they plan, both regionally and locally.

3.7 To assist in the delivery of service change to ensure that service change is delivered, e.g. the introduction new CAD systems.

3.8 To assist in the delivery of appropriate training within the three EOCs, particularly in regards to planning for the release of staff to deliver and/or to be trained/instructed.

3.9 To assist in ensuring that training is delivered in an appropriate learning environment and that the necessary support is available.

#### 4) System Development and Support

4.1 Support all users of the scheduling database providing detailed advice when required.

4.2 Communicate effectively with other departments using a variety of media.

4.3 Responds to enquiries from a variety of sources, actioning those where appropriate or developing solutions or action plans to present to the Head of Scheduling.

#### 5) Other Responsibilities

5.1 To ensure that any scheduling issues that may affect service delivery are reported to SEMs and Head of EOCs in an appropriate and timely manner.

5.2 To Assist in implementing policies within the three EOCs and suggesting changes to policies and procedure where appropriate i.e. Annual Leave, Special Leave, etc.

5.3 Propose changes to planning processes and procedures to reflect Trust policy, procedures and other Trust guidelines, to support wider Trust activity.

5.4 Develop appropriate planning cycles to ensure that seasonal demand and variations are anticipated to enable appropriate action to be taken.

5.5 To assist if practicable in the direct line management of a small team of staff

## PART E: GENERAL RESPONSIBILITIES

**Flexibility:** The postholder may be required to work at any of the Trust's sites in line with service needs.

**Infection Prevention and Control:** All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

**Communication:** All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

**Health, Safety, Security and risk management:** All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

**Major Incident:** In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

**Business Continuity:** All AfC Band 7 postholders and above, are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day to day business processes and that the necessary resources are available. Postholders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trusts business continuity management system.

**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

**Safeguarding children and vulnerable adults:** All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

**Data Quality:** It is the responsibility of all employees to ensure data is of a high quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

**Standards of Business Conduct:** It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations and the delivery of treatment and care to patients. Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

**Sustainable Development:** EEAST is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency and equality across the six counties of the Eastern region in which it operates.

**PART F: STRUCTURE CHART**

**PART G: PERSON SPECIFICATION**

<b>KEY COMPONENTS</b>		<b>E / D*</b>	<b>Assessed by application / interview / test / presentation</b>
<b>Qualifications</b>	Full UK driving licence (up to 3 penalty points considered dependent upon code)	<b>E</b>	
	5 GSCE's (or able to demonstrate equivalent experience)	<b>E</b>	
	Postgraduate qualification or equivalent in Information Management and/or equivalent experience	<b>D</b>	
	CMS (Certificate in Management Studies) level or equivalent (or willing to undertake within 24 months of appointment)	<b>D</b>	
<b>Skills and Knowledge</b>	Advanced knowledge and use of Microsoft Office Packages including Excel and the use of formulae and pivot tables to analyse large amounts of data	<b>E</b>	
	Data input, verification, retrieval and reporting	<b>E</b>	
	Detailed understanding of rota construction and associated contractual requirements	<b>E</b>	
	Excellent written and verbal communication skills with the ability to liaise effectively with staff and managers at all levels within the organisation	<b>E</b>	
	Ability to effectively lead and line manage staff promoting both autonomous and collaborative working across remote sites to ensure best practice	<b>E</b>	
	Able to undertake performance appraisals for staff , identify training or development needs and organise and deliver training, appropriately	<b>E</b>	
	Ability to prioritise workloads and work to deadlines using effective time management	<b>E</b>	



	Sound understanding of legislation affecting information sharing and protection (e.g. Data Protection Act, Freedom of Information Act)	E	
	Knowledge of the Ambulance Service	D	
	Knowledge of the Trusts Policies and Procedures relating to staff management, in particular, annual leave management	D	
<b>Experience</b>	2 years' experience in a management role [team leader or above]	E	
	Experience of rota planning, implementation and consecutive management of multiple rotas simultaneously for various staff groups	E	
	Comprehensive understanding of GRS, with a minimum of two years' experience in its use.	E	
	Policy review, development and implementation	E	
	Experience of delivering training	E	
	Experience of working within the NHS	D	
	Experience of report writing	D	
	Experience of project leadership	D	
	Experience of writing SQL and Oracle queries	D	
<b>Personal Attributes</b>	Approachable and a good communicator with excellent interpersonal skills	E	
	Sensitive, tactful, diplomatic and empathetic in their approach to difficult situations	E	
	Flexible and adaptable approach to work	E	
	Willing to travel to other locations	E	
	Effective decision maker	E	
	Self-motivated with the ability to motivate others	E	
	Attention to detail and accuracy	E	

## **PART H: JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the postholder in line with service needs and priorities.

Date Created: 11<sup>th</sup> June 2015

Created by: Gary Morgan

Postholder's signature: