

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	PTS Control Centre Manager
<b>AFC BAND:</b>	6
<b>HOURS:</b>	37.5
<b>DIRECTORATE:</b>	Service Delivery
<b>DEPARTMENT:</b>	Patient Transport Services
<b>REPORTING TO:</b>	Locality Business Manager
<b>BASE:</b>	As advertised

### PART B: JOB SUMMARY

To manage and provide leadership in managing the day to day activity of the PTS Control Centre to ensure a smooth and efficient running of the service and the contracts managed within it. To provide support and supervision to the staff working in the control centre.

To manage an effective service and meet the designated service level agreements for each client and to ensure compliance with the ISO Accreditation standards.

### PART C: KEY RELATIONSHIPS

- Locality Business Managers
- PTS Control Centre staff
- Clients/patients,
- Internal & External Stakeholders,
- Health and social care professionals,
- On call personnel.
- Audit Team
- Trainers
- Other PTS staff

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

### Managing Services

- Management of the day to day activity of the PTS Control Centre and to ensure the needs of patients, customers and staff are met.
- To manage the complaints procedures for the PTS Control Centre
- Measure performance against key performance indicators and implement changes to improve where necessary.
- To liaise closely with other Trust departments.
- Attend and actively participate in Trust meetings as required.
- To contribute to the running of the Trust's PTS function
- Responsible for ensuring correct staffing levels always maintained to deliver quality of service in line with service level agreements. This includes rota management for all PTS Control Centre staff
- Have an awareness of operational procedures and Trust policies in order to aid consistent decision making
- Liaise with the relevant Locality Business Manager as appropriate to ensure governance procedures are maintained in accordance to contractual standards as required.
- Management of ISO9001:2000 processes

### Managing People

- Support staff in undertaking the full range of their responsibilities for operational efficiency.
- Ensure Return to work/ sickness process is followed in a timely manner.
- Undertake annual performance reviews
- Set objectives for colleagues and teams within your control

- Develop teams to optimise efficient use of resources and improve performance
- Create, maintain and improve effective working relationship within the Directorate, Commissioners and PTS Customers
- Ensure investigation and resolution for all complaints/queries/faults/issues/IR1s relating to the PTS Control Centre
- Facilitate staff education and training to meet needs.
- Manage PTS Control Centre staff performance through use of key performance indicators agreed with the Locality Business Manager

#### Managing Information

- Manage the day to day performance standards of the PTS Control Centre
- Communicate effectively and in a timely manner with staff, briefing individuals and teams on developments and potential change.
- Maintain information systems to maximise effective use of management information systems relating to staff and deployment of resources.
- Ensure all documentation is completed in accordance with customer/ Trust requirements
- Ensure all documentation is completed and verified in accordance with Trust procedures and protocols.
- Demonstrate appropriate systems awareness including Telephony, Symposium, call screening systems and Adatastra.
- Ensure that reports are completed as required and sent to the relevant commissioners, clients and Locality Business Manager within agreed time frames
- Ensure that information is received and entered into all appropriate computer systems in a timely manner. Rotas, contact details and procedures must all be kept up to date.
- Provide calls and statistical information as required by the Trust

## Managing Finance

- Actively participate in managing costs and reducing overheads in line with corporate goals and service objectives.
- Have input into, and financial awareness of, the PTS Control Centre budgets

## Communication

- Ensure clear, concise information is provided to all areas of responsibility in a timely manner.
- To ensure timely and relevant information is supplied to PTS clients as per contractual obligations.
- To provide minutes and meeting notes to all staff as applicable and as part of the ISO9001:2000 process.
- To supply as required Board reports for submission

## 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.

**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.

## PART F: STRUCTURE CHART

<b>PART G: PERSON SPECIFICATION</b>			
	<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
1.	Qualifications/Attainments	<p>A minimum of 5 O levels/GCSES including Maths &amp; English.</p> <p>A management qualification or similar i.e NVQ 4 in Management or BTEC Diploma in contact Centre Management.</p>	NVQ in Supervisory management
2.	Skills and Knowledge	<p>Excellent verbal &amp; written communication skills.</p> <p>Knowledge of contact centre software packages such as Symposium.</p> <p>Knowledge of contact centre telephony and routing.</p> <p>Knowledge of voice recording software i.e CC6/red box.</p> <p>Knowledge of managing budgets and finance.</p> <p>Capability to deliver performance reviews.</p>	<p>Knowledge of Adastra, Symposium, &amp; NHS Pathways.</p> <p>Knowledge of Primary Care Services in a service delivery area such as Out of Hours</p>
3.	Experience	<p>At least 12 months in a Management role within a Health Care call handling environment setting or a commercial contact centre environment</p> <p>Previous knowledge of Service Level Requirements and Key Performance Indicators</p> <p>Previous project management experience</p> <p>Previous man management experience i.e performance reviews, action plans etc</p>	<p>Previous experience in a clinical/health care setting</p> <p>Previous experience of a commercial call centre environment</p>

		<p>Previous sickness management experience</p> <p>Previous quality assurance skills i.e auditing.</p>	
4.	Personal Aptitude	<p>Calm and assertive, flexible, approachable, personable.</p> <p>Ability to remain organised and calm when under pressure.</p> <p>Provide excellent attention to detail</p> <p>Analytical skills</p> <p>Able to travel as required</p>	
5.	Other specific requirements	<p>Confident</p> <p>Enhanced Criminal Records Bureau clearance</p> <p>Strict adherence to eligibility and confidentiality protocols</p> <p>Ability to multi-task</p> <p>To be able to undertake various training programmes as required to enhance skills within the call centre environment.</p>	Experience of a Quality Management System

## **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: 2<sup>nd</sup> May 2018

Created by:

Postholder's signature: