

## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	<b>People and Vehicle Support Manager</b>
<b>AFC BAND:</b>	<b>Indicative Band 7</b>
<b>HOURS:</b>	<b>37.5 (plus up to 25% unsocial payments in accordance with AfC)</b>
<b>DIRECTORATE:</b>	<b>Service Delivery</b>
<b>DEPARTMENT:</b>	<b>Tactical Cell</b>
<b>REPORTING TO:</b>	<b>Duty Tactical Commander</b>
<b>BASE:</b>	<b>Regional Tactical Cell</b>

### PART B: JOB SUMMARY

The People and Vehicle Support Manager role is pivotal in bringing together all aspects of resource capacity, optimising its availability to provide optimal operational performance and efficiency on a day to day basis. You will be responsible and accountable for:

- To line manage a group of staff who are customer service focused and solution centric in their management of planned and unplanned out of service events;
- Lead the interface between in day production activities with fleet availability, people resourcing and the providers of services to staff such as Clinical advise Line, ECAT, Single Point of Contact and bespoke services as provided by the Trust
- Ensure the optimal provision of staffing to deliver service levels;
- Maintaining levels of out of service within agreed percentage levels;
- Proactively managing out of service to support the wellbeing of staff following adverse incidents requiring debrief and welfare.
- Proactively managing actions to ensure that staff are not unduly and unreasonably late off duty.
- To critically identify any incidents of concern that may require intervention of an operational manager to support staff members.
- Provide tactical support as required at times of operational pressure, such as surge or during a serious or major incident.
- Manage individual performance of Tactical Cell staff;
- Maintain policy and working guidelines for operatives and staff regarding out of service;
- Communication with Incident Response and Support Managers to support mutual delivery of efficiency in service;
- Providing first line leadership and management to a team of operatives;
- Analysing data and developing strategies and tactics to achieve reduced lost production time;
- Optimizing the availability of produced resources to control services;
- Conducting disciplinary investigations and serious incident investigations as required;
- Provide information to managers and make service improvement recommendations to the senior team; and

- Any other reasonable task as required by the Trust commensurate with optimising in day performance and the Strategic and Tactical objectives of the day.

## Key Result Areas & Performance Indicators

Through effective collaboration with others, achieve:

- Low levels of out of service, aligned to corporate targets and objectives;
- Consistent standards of service delivery 24/7;
- Produce timely and accurate data reporting;
- Providing regular management information to the On duty tactical commander
- Maintain a continuous development focus to reduce and maintain low levels of out of service;
- Reduced occurrences of avoidable late finishes
- Quality assure the interactions between the Tactical cell and operational staff;
- Accurate recording of hospital breaches;
- Up to date appraisals, training and development plans for operatives in the Tactical Cell;
- Regular testing of fall back procedures;
- Contribute to the Out of Service Policy and Procedure;
- Proactive and timely escalation of events to the Duty Tactical Commanders;
- Effective influencing and communication;
- Monitor and escalate extended occurrences of elongated times out of service
- Monitor resources to ensure ongoing professional standards of behaviour
- Proactively deploy support to crews to keep resources in service
- Sense check of proposed changes in service delivery; and
- Improving employee satisfaction results as measured by the Staff Survey, notably engagement and communications.

## PART C: KEY RELATIONSHIPS

- Head of Service Delivery – Performance, Improvements, Planning and Tactical Operations
- EAST Emergency Operations Centre
- Fleet managers
- Logistics managers
- Group Station Managers
- Duty Tactical Commanders
- Incident Response and Support managers
- Operational frontline workforce
- Emergency Operation centre
- Tactical commanders
- Strategic commanders
- Resourcing functions
- People and Vehicle Support Assistants
- Tactical Assistants
- Other emergency services
- Head of Service Delivery – Sector
- Support Services
- Wellbeing manager
- Trade unions
- Acute Trusts and other NHS Organisations
- Resilience Managers

## PART D: JOB SPECIFIC RESPONSIBILITIES

Strategy	Demonstrated by:
<p>Supporting the direction provided in relation to implementing the Service Plan to achieve operational efficiency, targets and objectives by:</p> <ul style="list-style-type: none"> <li>• Balancing the Service's and local demands;</li> <li>• Implementing service plans to improve patient care;</li> <li>• Monitoring service delivery so incident and delivery teams are able to respond rapidly and effectively to changes and demand in patient care, working practices, external and internal factors;</li> <li>• Reviewing and monitoring strategies and plans to keep delivery on track so reducing the need for short term actions; and</li> <li>• Challenging current strategies and plans; proactively identifying and implementing improvements at a local level.</li> </ul>	<p>Achievement of strategic and personal objectives and standards to contractual requirements between the EEAST and its commissioners</p> <p>Strategic Perspective Quality Standards Organisational Sensitivity Planning and Organising</p>

Operational Delivery	Demonstrated by:
<p>Being accountable for the delivery of operational plans, meeting a range of contractual standards, KPIs, locally agreed targets, performance, quality targets and standards and holding teams to account by:</p> <ul style="list-style-type: none"> <li>• working in collaboration with the wider operational, support service teams, and key stakeholders to provide a consistent, timely and integrated service;</li> <li>• monitoring performance against targets and taking positive action where possible to improve it;</li> <li>• being proactive in the production of resource to meet the operational requirements;</li> <li>• being proactive in supporting the health and wellbeing of staff</li> <li>• supporting the delivery of high quality patient care, professional standards and services at the required time and place, with the most effective resources, staff, levels of knowledge, skills and experience;</li> <li>• providing accurate and timely reports as required;</li> <li>• integrating effective risk management into service delivery;</li> <li>• promoting the practice of continuous improvement and learning from experience to provide best practices in resource and people management;</li> <li>• Reducing out of service times.</li> <li>• Regular ride outs or clinical working to maintain situational awareness.</li> </ul>	<p>Achievement of strategic and personal objectives and standards to contractual requirements between the EEAST and its commissioners</p> <p>Leadership Quality Standards Delegation Organisational Sensitivity Decisiveness Planning &amp; Organising Judgement</p>

Quality Care and Governance	Demonstrated by:
<p>Contributing to the delivery of high quality patient care according to Trust standards, policies and procedures by:</p> <ul style="list-style-type: none"> <li>• Supporting audits of systems and processes as required;</li> <li>• Implementing assurance procedures for safe working for all staff and others affected by the work of the service;</li> <li>• Supporting the operational requirement for maintaining a state of readiness for CQC inspection.</li> </ul>	<p>Quality standards Judgement Strategic Perspective Leadership</p>

<b>Stakeholder Relationships and communications</b>	<b>Demonstrated by:</b>
<p>Demonstrating dynamic interactions by:</p> <ul style="list-style-type: none"> <li>• Managing on-going relationships with internal departments to maintain collaborative working;</li> <li>• Engaging with key stakeholders, staff, managers and trade unions to optimise service delivery;</li> <li>• Demonstrating that the EEAST delivers its contractual obligation and represents value for money;</li> <li>• Managing internal and external stakeholders expectations and proactively creating opportunities to improve, change and streamline processes;</li> </ul>	<p>Qualitative data including the Staff Survey, annual appraisals, feedback from stakeholders, colleagues,</p> <p>Leadership Communication Decisiveness Resilience Organisational Sensitivity Strategic Perspective</p>

<b>People Management</b>	<b>Demonstrated by:</b>
<p>Leading and manage a small team of staff in the delivery of customer service to staff and service delivery to the Trust. The post holder will be accountable by:</p> <ul style="list-style-type: none"> <li>• being a role model of positive, inspirational and highly visible leadership; demonstrating the Service's values and adapting communication and style to match the situation and people;</li> <li>• directing resource to the appropriate support or welfare services;</li> <li>• contributing to the service Plan including recruitment, retention and talent management;</li> <li>• ensuring the health, safety and wellbeing of staff in their hours of work.</li> <li>• communicating key messages to staff; some of which may be contentious such as service performance, quality issues and change management processes</li> <li>• undertaking return to work interviews to support operations as required;</li> <li>• supporting operations with the conducting of investigations relating to disciplinary, grievance and performance in line with Trust policy and procedures;</li> <li>• supporting operational change that may be resisted by, and unpopular with staff and/or stakeholders; and</li> <li>• developing and applying best-practice employee relations in contentious and sensitive situations encouraging partnership working and collaboration with managers, staff and union representatives.</li> <li>• Ensuring all staff have appropriate performance appraisals and objectives.</li> </ul>	<p>Qualitative data including delivery of staff bulletins, the Staff survey, annual appraisals, feedback from stakeholders, colleagues</p> <p>Leadership Quality Standards Communication Judgement Resilience</p>

<b>Resource Management</b>	<b>Demonstrated by:</b>
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Providing the resources to achieve operational, quality, patient care and workforce targets and standards by: <ul style="list-style-type: none"> <li>proactively enabling the availability of resources to support front line operations in day and for the week ahead;</li> <li>Ensuring the efficient use of resources to ensure optimal service delivery.</li> </ul>	Achievement of strategic and personal objectives and standards to contractual requirements between the EEAST and its commissioners.  Financial balance — capacity against plan; performance targets Judgement Planning & Organising Strategic Perspective
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## 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, working time directive, 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**

<b>PART G: PERSON SPECIFICATION</b>			
<b>KEY COMPONENTS</b>		<b>E / D*</b>	<b>Assessed by application / interview / test / presentation</b>
<b>Qualifications</b>	A degree level of education, or appropriate professional environmental experience	<b>E</b>	<b>A</b>
	An ambulance front line qualification (Paramedic, EMT,)	<b>E</b>	<b>A/I</b>
	A first line Managers qualification equivalent to ILM level 4 or above	<b>E</b>	<b>A</b>
<b>Skills and Knowledge</b>	Demonstrating continuous personal development including leadership, organisation development and change management.	<b>E</b>	<b>A/I</b>
	Demonstrable environmental experience in a front line ambulance role	<b>E</b>	<b>A</b>
	Demonstrate an understanding of Operational and Control Services policies and procedures.	<b>E</b>	<b>A/I</b>
	Have a good understanding of GRS, AMPDS and the ICCS radio system.	<b>D</b>	<b>A/I</b>
	Prioritising conflicting demands and often unpredictable work patterns.	<b>E</b>	<b>A/I</b>
	Ability to demonstrate visible leadership in challenging and stressful situations	<b>E</b>	<b>A</b>
	Investigation and report writing skills.	<b>E</b>	<b>A/I</b>
	Knowledge of the use of the Business intelligence portal.	<b>D</b>	<b>A/I</b>
	A front line operational background,	<b>D</b>	<b>A</b>
	A good understanding of Road Traffic Law to support crews following vehicle defects or damage	<b>E</b>	<b>A/I/T</b>
	Ability to develop tactical working plan to meet strategic objectives.	<b>E</b>	<b>A/I</b>
	Ability to deliver and improve key operational performance.	<b>E</b>	<b>A/I</b>
	Ability to communicate and influence in stressful situations.	<b>E</b>	<b>A/I</b>
	Ability to develop relationships with key stakeholders at all levels of the organisation in the operational setting to support corporate aims and objectives.	<b>E</b>	<b>A/I</b>
	Investigating complex complaints.	<b>E</b>	<b>A</b>
	Management experience in an acute operational setting at the same or similar level.	<b>E</b>	<b>A/I</b>
<b>Personal Attributes</b>	Demonstrating role model leadership behaviors and adapting styles to match situations and audiences.	<b>E</b>	<b>I</b>
	Being accountable for results and actions and in turn, holding others to account.	<b>E</b>	<b>A/I</b>
	Leading, inspiring, motivating, developing and managing staff during; <ul style="list-style-type: none"> <li>- intense operational pressure;</li> <li>- critical operational incidents;</li> <li>- distressing emotional circumstances</li> </ul>	<b>E</b>	<b>I</b>
	Communicating (orally and in writing), adapting the styles and messages to match the situation and audiences including delivering difficult information and at times, in distressing or emotional situations.	<b>E</b>	<b>I</b>
	Initiating, building and maintaining relationships with internal and external key stakeholders; developing partnerships and cooperative working	<b>E</b>	<b>A/I</b>
	Demonstrating a passion for delivering quality services.	<b>E</b>	<b>A/I</b>

## **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:

Created by:

Postholder's signature: