

**Location:** Warwickshire OOH

**Reporting to:** Call Centre & Resourcing Manager

**Hours of work:** Weekday evenings and overnights, Weekdays 18:30 – 00:00 & 00:00 – 08:00, Weekends & BH: 08:00 – 08:00

### Education/Qualifications

- Good all-round education ie educated to GCSE English and Math Grade C or higher

### Experience:

- Previous Administration experience
- Previous experience in working with a broad range of staffing as a team

### Skills

- Excellent telephone manner
- Excellent communication skills, written and verbal
- Excellent organisational skills
- Team worker
- Flexible and adaptable
- Self-motivated
- Reliable
- Ability to prioritise
- Customer orientated
- Proactive
- Demonstrates common sense and tact
- Ability to remain calm under pressure
- Good IT skills
- Understanding of confidentiality and data / protection

### Other Requirements:

- To attend all mandatory training courses when applicable



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EVERY TIME**



## Bank Co-ordinator

Pro-active management of our Service, the Coordinator is the key link and liaison point for all members of staff and is responsible for the management, escalation and reporting of our Service. Our aim is to ensure the smooth running of shifts. We are the link to the In hours management team so our documentation needs to be clear and concise.

On site OOH you are the one point of contact everyone will look to for direction of workload and processes, you need to have exceptional communication skills and be used to working within a challenging environment always adopting a professional working manner.

### What you'll be doing:

- Pro-active management of call volumes within the triage pool and home visits to ensure, where possible we are meeting our DX Code targets with oversight of the bases. Ensure when necessary we are implementing streaming to base, triage blitz, moving GP's and escalation as necessary. Reporting on breaches, providing reasons within the Coord Log.
- Oversight of the whole service, providing direction/distribution of workload and support.
- Despatch patient calls within Practice Plus Group performance standards.
- Manage shifts appropriately by analysing and identifying pressure points using call volume and staffing levels.
- All cases should be processed and completed during shift, ensuring a thorough detailed handover for next session.
- Ensure that manual calls have been processed and completed in line with policy.
- Complete the Coordinators log reporting any problems, escalation, concerns or absence/lateness on shift.
- Ensure all computer queries or breakdowns are logged and addressed.
- Possess a working knowledge of the fire procedures and the relevant action in the case of activation of the fire alarm or Disaster Recovery
- Be fully aware of our Escalation and DR policy and how to implement a manual working process as required.
- To manage and direct the Co-ordinator assistants to provide adequate support for the shift.
- Ensure comfort calling is actioned in accordance with our policies, keep up-to-date with new policies and procedures

**NOTE:** This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.