

Location: Site Based

Reporting to: 111 Contact
Centre Operational Lead

Hours of work: Full-time
including weekends and bank
holidays

Education/Qualifications

- Good all-round education i.e. educated to GCSE English and Math Grade 5

Experience

- Experience of working in a Management Operational / Contact Centre

Skills

- Ability to read, analyse, and interpret technical procedures, or governmental regulations
- Understanding of call centre metrics and resource planning methods.
- Experience of working with sophisticated IT and telephony supported applications, programming call flows and maintaining agent skill sets
- Ability to interpret a variety of instructions furnished in written, verbal, diagram, or schedule form

Behaviours:

- To demonstrate Practice Plus Group behaviours and values
- Understanding the needs and expectations of internal and external customers, and being proactive in finding ways to exceed those expectations.
- Working collaboratively as part of a team to exploit our full potential and enable the organisation to grow.
- Continuously evaluate their own performance and identify where they can be more effective.



**UNLOCK YOUR
BEST WORK LIFE**

**+ MAKE A DIFFERENCE
EVERY TIME**



111 Contact Centre Team Manager

The post holder will provide proactive demand and real time performance management to a multi-disciplinary team of Health Advisors and Clinical Advisors on site, supporting national team as required, ensuring attainment of all required key performance indicators (KPIs) and performance metrics and maintaining all patient safety standards.

What you'll be doing:

- **To act as point of contact and communication filter at site** for all internal and external stakeholders by briefing, directing, and ensuring staff understanding of any nationally delivered messages around performance
- **Maintain comprehensive and accurate records** and provide verbal and written updates (including performance related information) to other Team members as appropriate
- **Attend external and internal conference calls** to provide performance based reports and feedback when required
- **Manage complaints, incidents, compliments and feedback**, and ensure they are dealt with and/ or delegated and recorded appropriately
- **Ensure authorisation and agreement from the Contact Centre Manager/ Operational Leads** prior to agreeing to allow staff to work additional shift/s or reduce shift/s, utilising quieter periods for offline time for development opportunities
- **Continuous development, and addressing performance concerns** of all clinical and non-clinical staff, with regular coaching and feedback through day to day performance management and regular 121's/ staff reviews
- **Review and manage on the day staff shrinkage** with HR and WFM systems, with any subsequent impact on performance identified and remedied, and long term tracking with monthly team reviewing & reporting
- **Ensure staff are supported in line with their needs**, and have the appropriate working environment to fulfil their duties in line with policies and guidance as required
- **Be aware of, and monitor commissioned services** within site and at national level, and ensuring the Operational Delivery Team are escalated to when there are breaches in KPI
- **Maintaining call taking competency and assisting with call taking** when required to help achieve optimum performance
- **Proactively manage and cover advice lines**, and assist advisors with all non-standard patient cases
- **On the day monitoring of AUX codes**, schedule adherence, and ensuring breaks are managed effectively without detriment to service performance



111 Contact Centre Team Manager

- **Positively contribute to team working** across the contact centre to achieve organisational objectives
- **Support any Service Improvement Plans** and change initiatives
- **Implementation of Business Continuity Plans** and agreed local actions as a Bronze/ Operational level commander during incidents and escalation
- **Ensure all identified risks to service delivery are escalated** and reported appropriately to management and the Operational Delivery Team
- **Identifying and escalating real time clinical risks** to the Clinical Operational Delivery Team/ Clinical Duty Shift Manager
- **Ensure staff familiarisation and adherence to policy**, including all national and local Standard Operational Procedures and guidelines
- **Assisting with recruitment**, including the onboarding, induction and training of new advisors
- **Deputising for the 111 Contact Centre Operation Lead** as required and requested
- **Managing day to day administrative tasks**, and contact centre operations, including case referrals, responding to and logging DATIX incidents, and other patient journey work flows

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.