

Location: Site Based

Reporting to: Contact Centre Manager

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

Education/Qualifications

- Good level of academic achievement. 5 GCSE at grade 5 or higher OR equivalent experience.

Experience:

- Contact Centre leadership experience.

Skills

- Ability to read, analyse, and interpret technical & operational procedures, guidelines and regulations
- Understanding of contact centre metrics and resource planning methods
- Effective people-management skills
- Ability to effectively create and present information and respond to questions from groups of managers, advisors and patients
- Ability to solve practical problems and deal with a variety of competing variables
- Experience of working with sophisticated IT and telephony supported applications
- Ability to interpret a variety of instructions furnished in written, verbal, diagram or schedule formats

Training Requirements:

- Attend appropriate training courses as requested by senior management



**UNLOCK YOUR
BEST WORK LIFE**

**+ MAKE A DIFFERENCE
EVERY TIME**



111 Contact Centre Operational Lead

Responsible for the operational oversight of the Practice Plus Group 111 Contact Centre. The Contact Centre Operational Lead ensures that the highest quality and regulatory standards are adhered to, that all clinical and non-clinical staff are appropriately skilled, effective and compliant with operational processes to deliver effective best-practice care in line with NHSE commissioning.

What you'll be doing:

- **Responsible for the operational management of all clinical and non-clinical contact centre staff** and their operational productivity. Direct responsibility for the recruitment, line management and development of Team Managers
- **Responsible for ensuring the service is delivered** to business targets and locally commissioned patient pathways with a particular focus on business KPIs
- **To promote a contact centre culture where staff are productive and feel valued** in delivering a safe, caring, responsive, effective and well-led service in line with CQC and company values.
- **Responsible for assisting with the handling of complaints and adverse events**, in line with Company policies, working alongside the Contact Centre Manager, Patient Experience Team, Clinical Lead and National Teams where required.
- **Provide operational leadership for the contact centre** including providing support and guidance for all staff, and leading the Team Managers in their management of all Advisors.
- **Provide leadership in internal staffing matters and issues** in line with company HR policy and systems.
- **Assume Operational (Bronze) level representation for the contact centre when on duty**, responding to BCP incidents and Operational Delivery Team instructions as required.
- **Attend and contribute to internal and external meetings as required**, including but not limited to, ICB contract and internal quality assurance forums.
- **Responsible for the contact centre agent performance**, including adherence to schedule, internal and external shrinkage, handling time (AHT & CPH), audit outcomes and compliancy.
- **Contribute to the development of site-specific policy and procedure** and be accountable for staff familiarisation and adherence to these and all national policies and procedures.
- **Responsible for Team Manager schedules**, ensuring optimum cover to meet the needs of the business and support to the local team.



111 Contact Centre Operational Lead

- **To ensure that all risks are escalated as appropriate** to the Contact Centre Manager, Operational Delivery Team or Clinical Lead as required.
- **Working closely with the Operational Delivery Team** and the Workforce Planning Team to manage on-the-day performance and staff movements to meet business objectives.
- **Support and contribute to continuous improvement** initiatives and business change for both internal and external parties.
- **Represent the Contact Centre** as required and when requested.