

JOB DESCRIPTION	
<b>Job title:</b>	Team Manager
<b>Team/Department:</b>	Operations
<b>Location:</b>	Main place of work as agreed
<b>Hours of work:</b>	As agreed, an in accordance with the contract of employment to include unsociable hours, weekends and bank holidays
<b>Job title the post holder will report to:</b>	Operations Manager
<b>Job titles reporting to the post holder:</b>	Service Advisors, Health Advisors or Driver/ Receptionists, Operational Navigators
<b>Date the role profile was revised:</b>	September 2023
<p><b>JOB PURPOSE</b></p> <p>You will manage, lead, mentor and develop a team to provide efficient, high quality and safe services. You will support direct service delivery by maintaining all records relating to our people. You will analyse and produce evidenced reports, using real time performance management data to manage individual contributions. You will be a visible and accessible leader able to recruit new people, new skills and mentor colleagues in the team to be the best they can be. This may be in both face to face and virtual environments.</p> <p>You will be responsible for ensuring our people deliver and meet contractual and organisational key performance indicators, supported by your operational knowledge of standard operating procedures, protocols, and systems. You will lead and develop your teams through regular 1-1's, team meetings and Performance Development Reviews (PDRs), as well as working with the Learning and Experience team to support training and development needs and career progression.</p> <p>You will have a key role in the development of IC24 Integrated Urgent Care Services (IUC) across all contracts and regions as we continue to align and mature as a provider.</p> <p>IUC services include the NHS 111 Service which operates 24/7, and a range of face-to-face services operating both in and out of hours over 7 days per week. NHS 111 is delivered through a hybrid working model where our people alternate between being in one of our Contact Centres and/or working from home. Within the face-to-face services, our people work remotely in bases or dispatch points during out of hours and over weekends and bank holidays. There is a requirement to work flexibly across the region and collaborate pan-regionally, with duties and responsibilities relating to various bases or dispatch-point locations and aiding with the management of pool cars.</p>	

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **TEAM MANAGEMENT**

- Develop and sustain productive working relationships with colleagues to support and develop your team, ensuring a safe effective working environment.
- Deliver a meaningful Performance and Development Review (PDR), with SMART objectives that reflect IC24 strategy and regional business plan objectives.
- Manage colleagues to ensure performance concerns are addressed and support is in place for necessary improvements - For the 111 service - liaise with the training team to escalate concerns that have not been resolved through initial coaching, contributing to successful training provisions in response to development needs.
- Hold regular one to one meetings with your team and undertake relevant coaching and mentoring as required.
- Respond to feedback such as bHeard and Pulse surveys, taking action to improve the experience of our people and your performance as a manager.
- Review individual and team daily/weekly/monthly performance statistics against contract standards and take corrective action with the individual/teams to support improved performance.
- Monitor annual leave to ensure team members are requesting and taking leave in a measured and timely manner and supporting team members on return from all periods of leave.
- Ensure timely processing and authorisation of colleague timesheets (where applicable).
- Manage and support colleagues in line with IC24 policies and procedures, including supervision, absence management, disciplinary and grievance issues.

### **SYSTEMS & AUDITING**

- Have a thorough understanding of contingency arrangements for colleague shortages or IT system failures and ensure protocol escalation is followed.
- Complete quality assurance processes for your team by administering weekly and monthly audits, specifically ensuring adherence to National Quality requirements, i.e., CQC and Key Performance Indicators relative to the service.
- Provide support to the Quality team when dealing with complaints or incidences relating to our people.

### **RECRUITMENT**

- Work with Recruitment team to ensure we continue to attract and employ the right candidates, conducting interviews as required.

- Ensure all new starters provide appropriate pre-employment documentation and meet compliance requirements such as DBS checks.
- Oversee the completion and successful delivery of New Starters Induction process. Ensure new starters have appropriate support through their probationary period and ensure objectives are met prior to sign off from probationary periods.

## COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

## ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

#### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

#### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

#### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

### **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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**PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

**VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

## PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications and training</b>	<p>GCSE level English and Maths or equivalent level 2 qualification</p> <p>Educated to level 3 (A Level or equivalent) or willingness to work towards</p> <p>Accredited leadership/team management qualification or equivalent experience</p> <p>Active commitment to continuing professional development (CPD)</p>	<p>Level 3 Health &amp; Social Care qualification.</p> <p>Completed or working towards relevant Level 5 qualification</p>	Application/ Evidence
<b>Experience</b>	<p>Experience of working within a contact centre/OOH/F2F environment</p> <p>Previous experience working in direct service provision, preferably in health care or relative service</p> <p>Previous leadership experience involving engagement and motivation of teams</p> <p>Proven experience of people management, including performance reviews; disciplinary; grievance and investigation processes</p>	<p>Previous experience working within IUC / NHS 111 contact centre or NHS 999 at management level</p> <p>Previous experience of rostering and rota systems</p> <p>Proven Conflict Management skills/experience</p>	Application/ Interview

Requirements	Essential	Desirable	How identified
<b>Practical skills</b>	<p>Able to interpret and apply data from a variety of sources and make meaningful judgements to support performance management</p> <p>Ability to engage with people and motivate and support them to work to high standards (e.g., giving constructive performance related feedback in real time)</p> <p>Proactive and organised, with proven and effective time management skills</p> <p>Calm under pressure, able to use initiative and make decisions</p> <p>Excellent interpersonal/communication skills with a variety of media and colleagues at all levels</p> <p>Ability to problem solve</p> <p>Ability to contribute to and manage delivery of change, including coaching others</p> <p>Demonstrative ability to work effectively as part of a team</p>	<p>Awareness/training in QI or similar change or improvement processes</p> <p>Change Management awareness/implementation skills</p>	Application/ Interview
<b>General</b>	<p>Flexible approach with ability to travel to all sites and external meeting locations on request</p> <p>Commitment to delivering high standards of patient care</p>		Application/ Interview



Requirements	Essential	Desirable	How identified
	<p>Conscientious, enthusiastic with energy and drive, diplomatic, reliable, and resourceful</p> <p>Creative and innovative thinker</p> <p>Open to learning new skills and knowledge (both formal and informal)</p>		