

JOB DESCRIPTION	
<b>Job title:</b>	Head of Contact Centres
<b>Team/Department:</b>	Operations
<b>Location:</b>	Main place of work as agreed
<b>Hours of work:</b>	As agreed, and in accordance with contract of employment
<b>Job title the post holder will report to:</b>	Deputy Divisional Director IUC
<b>Job titles reporting to the post holder:</b>	Operations Managers
<b>Date the role profile was revised:</b>	June 2025
<p><b>JOB PURPOSE</b></p> <p>The Head of Contact Centres is a divisional leadership role within Integrated Urgent Care (IUC), responsible for the operational delivery of IC24's virtual contact centre services, including NHS 111 and associated non-face-to-face care navigation functions.</p> <p>The postholder will provide strategic and day-to-day operational oversight of a large, remote and site-based workforce, ensuring performance, quality, and colleague experience remain consistently high across the virtual operating model. They will lead teams working across dispersed sites and remote environments, with responsibility for 111 call handling, health advisor and clinical advisor services, clinical validation, and virtual supervisory structures.</p> <p>The role is central to embedding a culture of responsiveness, professionalism, and inclusion across the contact centre model, while ensuring services meet contractual, regulatory, and digital requirements in a fast-paced and data-driven environment.</p> <p>Accountable for managing contractual and partner relationships within their area. Ensuring representation in their local system governance arrangements on behalf of the IUC divisional directors. Working in collaboration with Service delivery and Contact centre teams to ensure all aspects of contractual performance requirements are covered.</p> <p>Developing strong governance to support the delivery and provide assurance from our frontline colleagues through to the senior leadership of the division and board, with a focus on Performance, Quality, Finance and People is key.</p> <p>You will be passionate about the wellbeing of our people as well as operational performance, supporting colleague development across all teams in collaboration with the education team.</p>	

You will play a key role in supporting continuous improvement for our people and patients. Allowing a platform for colleagues to be able to help drive innovation.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

### Leadership

- Demonstrate exceptional leadership to deliver outstanding patient care through our eight leadership qualities: Accountable, Challenges, Delivers, Resilient, Inspires Others, Collaborative, Relationship Builder, Skilled Communicator.
- Role model our four values of Innovation, Care, Respect and Excellence and our organisational cultural pillars to provide clarity, hold colleagues to account, support them to be their best and celebrate their successes.
- Take a lead role in supporting the physical, mental and financial wellbeing of colleagues.
- Play an active part in facilitating and celebrating our culture of inclusion and belonging.
- Lead teams to deliver an efficient, effective, and high-quality service and connect colleagues with our purpose and objectives, demonstrating visible and inspirational leadership.
- Ensure all colleagues feel valued and empowered to make decisions appropriate to their level.
- Encourage all colleagues to suggest improvements to our services and use a coaching approach to develop Team Managers and other colleagues to make a difference through the care we provide.
- Collaborate with other colleagues across the organisation to achieve the best results.
- Share company updates, including monthly team briefs and CRG updates with all team members.

### Strategy

- Support implementation of new business opportunities.
- Manage existing partnership arrangements with internal and external stakeholders.
- Work closely with system partners to ensure a whole system approach.
- Work towards genuine integration of Urgent Care Services with other stakeholders.
- Deliver the relevant regional objectives aligned to our business plan.

### Operational and Performance Management

- Supporting other Heads of within the Division and Operational Teams to ensure we are meeting operational obligations for all local commissioners, NHSE&I and

the Care Quality Commission as set out in local contracts or Service Level Agreements.

- Deliver excellence in contract performance.
- Ensure effective systems and data reporting to support regular performance reviews of operational services.
- Identify, create and lead quality improvement (QI) project plans to standardise activities across all services.
- Work with the Heads of, Clinical Quality and Clinical leads to deliver a high-quality service with patient experience being the primary driver.
- Place equal importance on people, quality, performance, and financial indicators.
- Ensure budget targets are followed through management of Operational rotas.

### **People Management**

- Partner with the People team to develop and deliver regional people plans to create and maintain a great place to work.
- Drive a high standard of recruitment and selection to attract talented people into the organisation.
- Work to improve the colleague experience, reduce absence and increase retention and, in turn, improve the experience of our patients.
- Ensure division compliance with all essential learning, DBS checks and other relevant requirements.
- Ensure that all colleagues receive regular support through 121 supervision and development through our Talent Management and PDR processes.
- Work with own team to develop and retain a pipeline of future talent and grow careers within our organisation.
- Identify and support career plans for colleagues and input into continuous professional development (CPD) plans for all service areas.
- Promote a learning environment, which capitalises on opportunities to develop innovative approaches to meeting specific needs.
- Participate in programmes of individual leadership learning and development.
- Coach your team through more challenging people matters alongside advice from our People team and ensure any conflicts are resolved in a timely manner.
- Lead or support formal employee relations cases as and when requested by the People team.
- Actively reward, recognise and celebrate exceptional colleague contributions and performance within your region.

### **Additional Duties**

- Support the Deputy Divisional Director of Operations in delivering strategic projects or priorities relevant to the IUC division, including service redesign, estates utilisation, and business continuity planning.

- Deputise for the Deputy Divisional Director of Operations as required, maintaining high standards of leadership and accountability.
- Undertake other reasonable duties as required, commensurate with the nature and grading of the role, in alignment with organisational strategy and divisional needs.
- Participate in the IC24 on-call rota, providing senior oversight and decision-making support out-of-hours, including incident and service continuity management.
- Lead the identification, escalation, and resolution of operational risks and incidents in line with the organisation's risk framework, ensuring timely learning dissemination and implementation of corrective actions.
- Any other duties as reasonably requested.

## 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](#).

## VALUES

**Respect**

We recognise each other's differences and show consideration for one another and the environment we live in.

**Innovation**

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

**Care**

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

**Excellence**

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

**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 a basic DBS check.

### **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.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

### **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>Educated to degree level or equivalent experience</p> <p>Level 5 Leadership &amp; Management qualification(s) or willingness to work towards</p>	Change Management (Quality Improvement) qualification	Application, Certificates & Interview
<b>Experience</b>	<p>Significant experience at management within relevant operational environments from any industry</p> <p>Experience of conducting a systematic review of a function, identifying areas for change and leading organisational change to its conclusion. (QI)</p> <p>Experience of delivering performance and quality through creating a high performing team environment</p>	Experience of leading a healthcare contact centre and/or direct services	Application & Interview
<b>Knowledge, Skills and Abilities</b>	<p>Highly skilled communicator who can create connections at all levels</p> <p>Deliver through a focused, driven and energetic approach</p> <p>Ability to prioritise workload and work to deadlines under pressure</p> <p>Ability to work on own initiative and as part of a team</p>	<p>Knowledge of leading urgent care services</p> <p>Ability to lead second and third level management tiers and engage all colleagues including remote workers</p>	Application & Interview

Requirements	Essential	Desirable	How identified
	<p>Ability to apply a fair, objective and consistent approach to all people-related situations</p> <p>Working knowledge of Microsoft Word, Excel, Internet and e-mail applications</p> <p>Ability to understand data and use to take appropriate operational action</p>		
<b>General</b>	<p>A flexible and adaptable approach (situational leadership) with a willingness to do what it takes to get the job done</p> <p>Collaborates with others to great the best results</p> <p>An inspirational leader who builds relationships at all levels Takes ownership for issues and delivers results</p> <p>Highly personable individual who puts people at the heart of what they do</p>		Application & Interview