

JOB DESCRIPTION	
Job title:	Service Manager
Team/Department:	Operations
Location:	Main place of work as agreed
Hours of work:	As agreed, an in accordance with the contract of employment to include unsociable hours, weekends and bank holidays
Job title the post holder will report to:	Operations Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	September 2023
<p>JOB PURPOSE</p> <p>You will lead on service and performance delivery across 111, CAS & face to face (F2F) services. You are the first point of contact for service delivery issues and escalation through on call structures as required.</p> <p>This role will hold operational responsibilities and accountability for adherence to contractual and regulatory performance and quality standards, making quality improvements to patient experience, service quality and efficiency.</p> <p>You will coordinate the real-time operational shift delivery in a proactive manner and produce reports on real time performance against forecast.</p> <p>You will have delegated responsibility to deal with on shift management issues and work closely with Team Managers to ensure consistency for colleagues across the teams and continually maintain service delivery.</p>	
<p>KEY RESPONSIBILITES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Be proficient in interpreting and applying performance data to gain a reliable picture of service and organisational performance and take proactive action to address any performance issues in real-time across multiple services. • Ensure adherence to the National Quality Requirements and Key Performance Indicators relative to the service whilst leading the shift. Mitigations to be provided when required. • Demonstrate and contribute to embedding the IC24 Vision and Values across the organisation. • Support management of complaints and compliments received on shift in a timely and professional manner when required. 	

- Contribute proactively to continuous quality improvement through own practice and through support to others.
- Demonstrate knowledge of how to resolve problems that may arise during the shift i.e., smartcard management, telephony systems and log in problems.
- Ensure that effective contingency plans are applied to meet unexpected increases in demand and that any performance alerts are escalated in an appropriate and timely manner.
- Follow correct contingency processes for all planned and unplanned downtime.
- Be aware of organisational requirement to maintain good budgetary control working alongside rota fill whilst on shift.
- Monitor the service performance and take immediate corrective action when required
- Comply with and maintain Business Continuity plans for all key service areas.
- Support and maintain the pan-regional 'Trigger and Escalation' document with learning from incidents.
- Adhere to all procedures, protocols as appropriate.
- Attend relevant training and meetings as and when required.
- Notify the appropriate On Call manager immediately of any circumstances which may affect the provision of a high-quality service.
- Any other reasonable duties as required from time to time.

TEAM WORKING AND COMMUNICATION

- Utilise interpersonal skills to motivate and engage colleagues with delivering a high-quality service to patients.
- Work closely with other managers to ensure all service provision is co-ordinated to attain optimum quality and efficiency.
- Effective shift handover using agreed shift reporting to replacement team.
- Record any issues identified on shift. Raise with the colleague's manager to ensure ongoing and consistent support is provided.
- Escalate issues and concerns to the relevant regional management team when required.
- Organise and prioritise effectively own work schedule and work schedule of reporting teams on shift, to ensure operational excellence with minimum management.
- Be a point of contact for Operational Navigators whilst on shift, support with coaching and mentoring of new colleagues into the team.
- Act as a central point of contact and communication for all colleagues on duty in your team.
- Liaise with and maintain professional working relationships with support services i.e., IT Service Desk and Workforce Teams.
- Liaise professionally and knowledgably with external stakeholders who contact the NHS 111 service in real time.
- Demonstrate professionalism and service knowledge when participating in stakeholder engagement.

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.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

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
Qualifications and training	<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/Management qualification or equivalent experience</p> <p>Active commitment to continuing professional development (CPD)</p>	<p>Level 3 Health & Social Care qualification</p> <p>Completed or working towards relevant Level 5 qualification</p>	Application/ Evidence
Experience	<p>Management of Business Continuity Protocols</p> <p>Identifying areas of service improvements using QI or similar methodology</p> <p>Previous experience engaging and motivating teams to deliver a direct service (health care or similar)</p> <p>Experience of working with Data systems</p>	<p>Previous experience working within IUC / NHS 111 contact centre or NHS 999 at management level</p> <p>Previous experience of people management in a live service; rostering and rota systems</p>	Application/ Interview

Requirements	Essential	Desirable	How identified
<p>Practical skills</p>	<p>Ability to engage with and motivate people; support people to work to high standards (e.g., giving constructive performance related feedback in real time)</p> <p>Broad knowledge of Clinical Decision Support Systems (CDSS), in particular NHS Pathways</p> <p>Able to gather and interpret data from a variety of sources and make meaningful judgements to support service management; inform recruitment and spend</p> <p>Calm under pressure, able to use initiative and make decisions</p> <p>Excellent interpersonal/communication skills in all media and with colleagues at all levels</p> <p>Ability to contribute to and manage delivery of change</p> <p>Ability to meet service/rota needs through initiative and problem-solving</p> <p>Demonstrative ability to work effectively as part of a team</p>	<p>Performance management experience; Coaching skills; skills development experience.</p> <p>Change Management awareness/implementation skills</p>	<p>Application/ Evidence & Interview</p>
<p>General</p>	<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>		<p>Application/ Interview</p>

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>		