**Job Description & Person Specification**

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| Position: | 111 Deputy Training and Development Manager | Division: | NHS 111 East Midlands |
| Location: | Derby, Chesterfield, Oldbury | Reporting to: | 111 Training and Development Manager |

Purpose of the Role

The primary role is to support the 111 Training & Development manager, and deputise when needed, to ensure the continuing provision of first class support of the NHS 111 service. The post holder will assist in managing and developing the Call Centre Training team, ensuring they remain compliant to deliver training in line with the Pathways licence. This role is pivotal in equipping trainers and staff with the skills required to continue to deliver a safe and high quality standard of patient assessment within the 111 service. A commitment to a quality service and excellence in all that DHU Health Care undertakes are integral to the role and the development of the service.

Key Areas of Responsibility & Accountability

* Support, including deputising, for the Training & Development manager to ensure first class support within the NHS 111 service
* Observing trainers in line with Pathways license requirements to ensure they remain compliant and retain their license
* Delivery of NHS Pathways Training
* Training, support and coaching to new and existing staff
* Training, support and development of training staff, including 1 to 1’s, appraisals, absence management and timesheets
* Auditing
* Active member of the quality team to promote and deliver quality assurance work streams
* Responsible for planning and executing NHS Pathways training modules,
* Rota planning
* Work with other departments to improve staff retention
* Formulating and monitoring the success and suitability of training plans
* Delivery of workshops/training sessions
* Participate with supporting and improving performance initiatives.
* Answering calls from the general public in an efficient and courteous manner using agreed DHU, NHS Pathways and 111 policies, protocols and standards.
* Communicate with staff within DHU
* Communicate with new starters
* Communicate with the Training Team
* Communicate with management and staff across the organisation
* It is expected that the post holder will work flexible hours and locations in order to fit with the pathways training schedules which reflect the 24/7 shifts and needs of the business. This will also include working 6 out of 8 bank holidays, to support the demands and needs of the 111 service, unless superseded by training needs and/or delivery.
* As you will expect, the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

The job holder will have the relevant qualifications, experience and skills to excel in this job role, as further explained in the table below.

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| **Essential** | **Desirable** |
| **Academic Qualifications** |  |
| 4 GCSE’s Grades A-C or Equivalent, including English & Maths  A level or equivalent | GCSE/A Level IT  Degree |
| Excel qualification or relevant comprehensive experience  Typing / Word processing RSA 2 qualification or equivalent keyboard skills  Experienced in the use, operation and manipulation of databases | Practical knowledge of the use and operation of workforce management systems |
| Familiarity with the requirements of the NHS Pathways training programmes | Level 2 or equivalent in Team Leadership |
| **Experience** |  |
| Accredited NHS Pathways trainer |  |
| 4 years suitable NHS experience, ideally in the 111 service or within a busy office environment |  |
| Comprehensive user of IT systems and Microsoft office programs |  |
| At least 6 months experience in Training and Development Management |  |
| **Practical, Intellectual & Personal Skills** |  |
| Proven ability to communicate effectively with a variety of people |  |
| Proven organisational skills |  |
| Previous supervisory experience and people management skills |  |
| Excellent IT literacy with comprehensive knowledge of manipulating Excel spreadsheets and using other Microsoft packages |  |
| Professional interpersonal & communication skills |  |
| Ability to use initiative to achieve professional results |  |
| Accurate record keeping |  |
| Excellent telephone manner |  |
| Advanced problem solving skills |  |
| Effective listening skills |  |
| Effective time management of oneself and others |  |
| Ability to maintain strict levels of confidentiality |  |
| Excellent attention to detail |  |
| Excellent analytical skills |  |
| Commitment to role |  |
| Flexibility to meet service needs 24/7 365 days a year |  |
| Ability to travel when required |  |
| Proven team player |  |
| Sense of Humour |  |
| Ability to work under pressure and prioritise workloads |  |
| Upbeat and positive approach |  |
| A professional manner, tact and diplomacy |  |

Behavioral Skills

* Caring & Compassion – Putting patients interests at the heart of everything we do
* Always Professional – Demonstrate excellence in everything we do
* Respect and Dignity – Everyone has the right to respect and dignity
* Everyone Matters – Placing our colleagues and patients at the heart of the organisation

Diversity

DHU believe our workforce should be as diverse as the range of services we offer, and the communities we serve. We are committed to valuing and encouraging diversity throughout our workforce, regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. As part of our mission we are dedicated to eliminating discrimination

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |