**Job Description & Person Specification**

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| Position: | NHS 111 Resource Co-ordinator | Division: | NHS 111 |
| Location: | Derby- Orbis Building | Reporting to: | 111 Scheduling and Planning Manager |

Purpose of the Role

The post holder will be part of a team based at Derby – Orbis Building. DHU 111 (East Midlands) CIC is one of the leading providers of Contact Centre based NHS 111 services in England, having recently been inspected and rated Outstanding by the Care Quality Commission. We currently deal with 1.7 million calls a year from a population size of 5 million patients across the East Midlands and Milton Keynes.

We currently have a direct workforce of 1600 agents across 4 Contact Centre sites in Derby, Leicester, Oldbury, and Chesterfield. NHS 111 is a free to use telephony and internet based none emergency health care helpline that provides support for patients with none emergency healthcare problems to locate correct medical services for their needs. NHS 111 operates on a 24 x 7 x 365 days per year basis across the whole of England. This is an exciting period of growth for the service which has led to the creation of a WFM Resource Co-coordinator which will help us remain scalable whilst continuing to deliver key KPIs and within budgetary constraints.

Upkeep and maintenance of all shifts and work patterns (permanent shift creation rules) held within the WFM system and the generation of timely, accurate and optimized schedules.

Where possible, offline activities (breaks/lunches/meetings/one- to-ones etc.) should be forward planned, and should all be entered into the schedule as per the best practice processes and with minimal impact on Service Level. The WFM Resource Coordinator role also picks up the tasks of the Planning Analyst, responsible for both maintaining the system as well as the Scheduling tasks.

Key Success Measures

* Caring & Compassion - We will actively listen to understand and empathise with others’, with a desire support both patients and colleagues.
* Always Professional - We will be accountable for consistently delivering high quality healthcare for our patients
* Respect & Dignity - We will actively listen to each other and our patients to answer their concerns or questions. We will maintain and respect patient’s dignity and must ensure it is never compromised.
* Everyone Matters - We will actively encourage feedback from both patients and colleagues to continually improve our service, ensure everyone has an opportunity to have their voice heard, and everyone has an opportunity to further develop their skills and competencies.

Key Areas of Responsibility & Accountability

General duties

* Adhering to all procedures, protocols and other relevant memoranda as appropriate
* Attending training and meetings as and when required to do so by Management
* Maintaining strict confidentiality in relation to all issues concerned within the service and adhering to the requirements of the Data Protection Act 1984
* Adhering to Health and Safety Policy
* Communicate outstanding issues to your manager or shift replacement before going off duty
* Notifying Line Manager/s or Duty Supervisor of any circumstances which may affect the provision of a high quality service
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to  openly report incidents and any risk identified  in Datix

Workforce & Planning Tasks:

* Perform WFM reporting, analysis, recommendations, and administrative tasks related to staffing and scheduling functions.
* Updates information in the NICE Workforce Management system, performs analysis to determine impact to available resources for the day, strategizes solutions to meet goals, and communicates the situation and actions taken information to key stakeholders.
* Manage key stakeholder relationships ensure effective two-way communication is maintained and issues / opportunities/ future requirements identified.
* Provide shift schedules and plans in off line activity proactively that match expected demand profiles.
* Ensure that WFM and any work allocation systems are accurately maintained and effectively utilised for shift and activity planning.
* Identifying overtime requirements for the coming weeks – ensure slots are filled where budget is available.
* Making manual adjustments to schedule optimise projected performance and ensure required coverage.
* Flagging schedule issues to operations such as; times affected, service level predictions and agent requirements.
* Negotiating off-line activity addition and removal from schedules with Managers, Training and Ops when required.

Administration

* Proactively provide general administration services and undertake clerical duties in a professional, timely manner, as and when requested
* Maintain manual/computerised records as required to a high standard
* Booking of meetings in a timely manner and associated tasks
* Accurate maintenance of the message handling records, manual and computerised
* Accurate typing and compilation of reports, as and when required
* Efficient collation and recording of accurate data, when requested
* Compilation of general statistical/compliance data, in a timely accurate manner, when requested.
* Accurately maintain and record sickness and annual leave records.
* Contributing to regular MI & BI production.

Communications and Working Relationships

* Accountable for establishing and maintaining a good working relationship with team leaders and managers, guiding, advising and helping others where appropriate to enhance service levels.
* Responsible for achieving and maintaining high professional standards in accordance with quality procedures
* Ensure that events are scheduled in such a way as to cause minimal disruption to customer service provision
* Responsible for the timely management of workload via various medium
* Liaise with operations team leaders and staff to resolve staffing issues as they arise.

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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| Qualifications | * 4 GCSEs Grades A-C or equivalent including English and Maths
* Typing/Word Processing RSA II qualification or appropriate Keyboard skills
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| Experience | * Previous working experience in a related field
* Previous experience of working with the public in a busy environment
* Communication with a variety of people
* Computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
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| Skills and knowledge | * Effective communication skills with a variety of media and all levels of staff with the company as well as external agencies
* Attention to detail
* Ability to use initiative
* Excellent and accurate record keeping
* Excellent telephone manner
* Good at problem solving
* Listening skills
* Effective time management – strong organisational skills
* Ability to maintain strict levels of confidentiality
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| Job circumstances | * Commitment to role
* Able to work unsocial hours
* Flexibility to meet service/rota needs
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| Personal qualities | * Proven team player
* Sense of humour
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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: |  |