

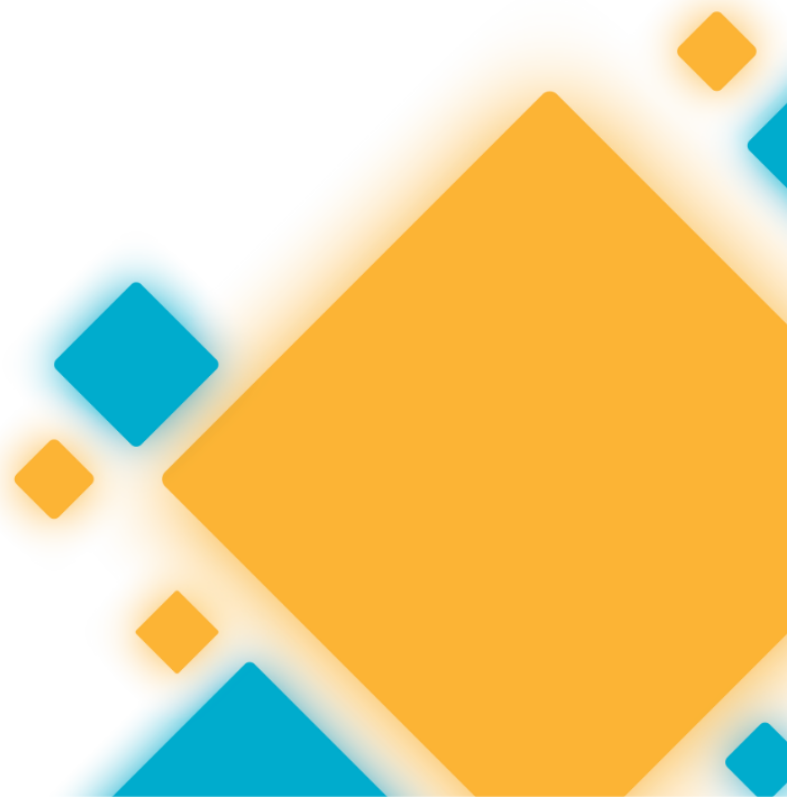
**With you, we're making the
difference.**

**Together, we can achieve
more.**

JOB DESCRIPTION AND PERSON SPECIFICATION

Service Delivery Coordinator

Urgent Care Northampton (UCN)



**For you.
For them.
With us.**

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

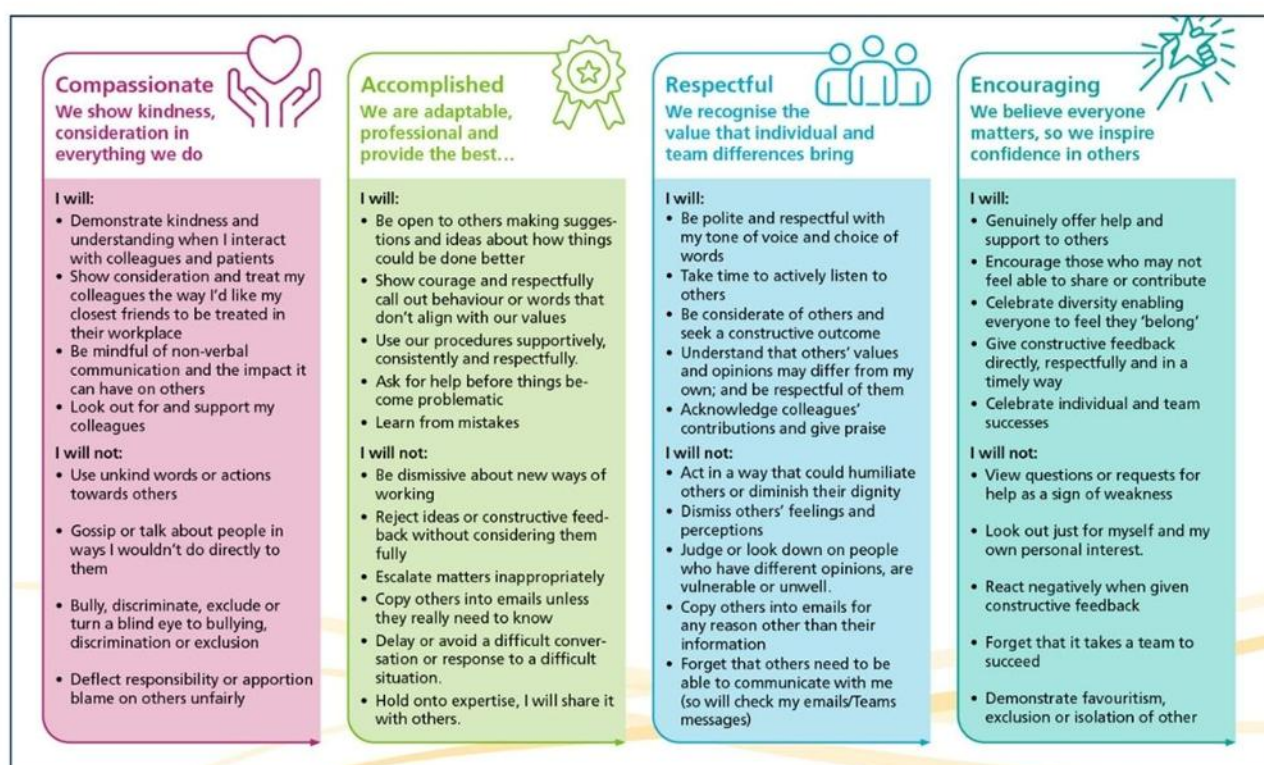
For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.



Job Description and Person Specification

Position:	Service Delivery Coordinator
Division:	Urgent Care Northampton (UCN)
Location:	Northampton General Hospital
Reporting to:	Deputy Operations Manager
Band:	Band 4, £27,273 - £29,929 per annum (pro rata)
Last reviewed:	August 2026

Purpose of the role

The role will play an integral part of the urgent care team, providing real-time coordination of the operational shift. The post holder will support the smooth and efficient running of the service, capture patient information, maintain delivery performance in line with key KPIs and quality assurances, and ensure compliance with agreed standards, policies and procedures.

Performance Measures

Success in the role will be demonstrated through the effective delivery of the following outcomes:

Operational shifts are coordinated effectively, with staffing, resources and roles aligned to activity and demand.

Call volumes, calls and home visits are actively monitored, with potential breaches identified and mitigated.

CAS dashboard / SitRep information is updated routinely and hourly during periods of peak demand, in line with site requirements.

Calls are completed on Adastral SystemOne before the end of the shift, with accurate records maintained.

Incidents, risks and equipment issues are appropriately recorded, escalated and handed over to the relevant manager or coordinator.

DHU, national quality, health and safety, governance and confidentiality requirements are consistently maintained.

Key areas of accountability and responsibility

How to write the key areas of accountability and responsibility

Coordinate the operational team, providing support, guidance, advice and feedback to employees across all locations within the shift.

Coordinate external communications that fall outside established call pathways.

Determine the roles that members of the clinical and operational team will occupy during their shift, in line with activity and levels of demand, and lead accordingly.

Actively monitor call volumes within the services to support optimum service delivery to patients and maintenance of service standards.

Ensure shift staffing and resources are appropriate and arrange additional staff where required to meet service demand. Ensure remote workers are logged on and working their allocated hours where applicable.

Person specification

All of the below criteria are essential for the role:

Experience & Qualifications

- Previous experience of working with the public in a busy environment
- Previous IT experience
- Communication with all people
- Good attendance record
- 5 GCSE's (including English and Maths or equivalent)
- Good standard of literacy and numeracy
- IT Qualification or relative experience

Knowledge & Skills

- Excellent communication (both written and verbal/interpersonal)
- Ability to analyse data and drawn conclusions when required
- Ability to use own initiative
- Ability to uphold confidentiality
- Accurate record keeping
- Listening skills
- Computer skills
- Excellent telephone manner
- Effective time management and organisational skills
- Able to use problem solving skills

Personal Attributes

- Team player
- Sense of humour
- Conscientious
- Reliable
- Demonstrates enthusiasm and flexibility
- Role model

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

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.

First name:

Surname:

Signature:

Date: