**Job Description & Person Specification**

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| Position: | NHS 111 Operational Performance Manager | Division: | DHU 111  |
| Location: | Derby | Reporting to: | Head of Performance  |

Purpose of the Role

The NHS 111 Operational Performance Manager role will form part of the DHU 111 Senior Management Team, and the post holder will lead all operational teams for a specific DHU111 contact centre site, based at Derby.

The NHS 111 Operational Performance Manager will provide specific site based operational and performance management of the NHS 111 Services across Midlands, Milton Keynes, North West London, South East London to help lead the development and delivery of high-quality services within the company’s strategic vision.

Key responsibilities include adherence to contractual and regulatory performance and quality standards, making improvements to patient experience, service quality, and efficiency. The role requires an analytical and questioning approach to understand root cause and solution through improvement to technologies, process, and direct people management.

Key Areas of Responsibility & Accountability

* To lead and direct performance management processes and analysis that enables excellent performance to be established and maintained.
* To lead and direct continual quality and efficiency improvement and innovation in service delivery processes.
* To support development of strategic projects with input and implementation of necessary changes to support the growth of the company.
* To have local site accountability for the operation of all NHS 111 Services to a quality level that is compliant with national and contractual standards.
* To support the Head of Performance to create a coherent, dynamic, motivated, well trained and skilled team that is capable of meeting the quality and effectiveness targets for the NHS 111 business in a sustainable way.
* To support the efficient delivery of NHS 111 services to agreed budgets.
* To work closely with other managers to ensure all service provision is co-ordinated to attain optimum quality and efficiency.
* To support the development, implementation and maintenance of the workforce plans for the NHS 111 service to ensure the provision of sufficient resource, of the necessary competence, at all times to deliver a high quality cost effective service.
* Jointly with all responsible leads, develop, lead and direct proactive service planning to assure that minor and major impacts on the service are risk managed. This will include formulating local Disaster Recovery and Business Contingency Plans for NHS 111 Services.
* To assist with the project management, successful design, development and implementation of any new NHS 111 Service.
* Managing relationships and working closely with the resource planning team to ensure that rotas are at appropriate staffing levels to accommodate demand.
* Adhere to all procedures, protocols as appropriate.
* Attend training and meetings as and when required to do so by senior management.
* Maintain strict confidentiality in relation to all issues concerned within the service and adhere to DHU policy ensuring staff are aware of their obligations under the FOI, Information Governance and GDPR.
* Adhere to Health and Safety Policy.
* Communicate any outstanding issues to immediate reports before going off duty.
* In relation to serious issues, these must be reported immediately to the NHS 111 Directors.
* Notify the appropriate Senior Management immediately of any circumstances which may affect the provision of a high quality service.
* Maintain and ensure maintenance of tidy work environments at all times
* Organise and prioritise effectively own work schedule and work schedule of immediate reports, to ensure operational excellence with minimum management.
* Deal with matters raised under the complaints procedure/protocol and using the procedure/protocol when answering queries and complying with requests from Clinical Governance for statements and information requests within the specified timeframe.
* 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.

It is expected that this position will cover both in and out of hours working according to the needs of the service.

Relationship building will be a key element of the role, and it is expected that the post holder will have strong relationships with the following groups: -

* Senior Management Team
* Staff within DHU Healthcare CIC and related organisations
* Local CCG Commissioners
* Clinical, Non Clinical and managerial staff within participating Clinical Commissioning Groups
* Staff in local primary and secondary care services
* Staff within local authority Social Services
* Out of Hours and other related services within the East Midlands health economy

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 | * Educated to degree level or equivalent
* Qualifications in business or management
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| Experience | * NHS 111 experience at a strategic level
* Extensive experience in real time management
* Expertise in contact centre technologies such as NICE IEX, NICE CXOne, Redwood, Mitel, call routing, ACD functionality etc.
* Delivery of target driven performance and report on KPIs and key metrics of success
* Extensive knowledge of healthcare
* Management of large team structures
* Management level contact centre experience
* Extensive use of Performance Management tools
* Data Management
* Previous experience of writing operating procedures
* Familiarity with HR Best Practice
* Management of Business Continuity Protocols to ISO standard
* Implementation of Company Strategy
* Contact centre resourcing experience
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| Skills and Knowledge | * Excellent interpersonal/ communication skills with a variety of media and all levels of staff with the company as well as external agencies
* Knowledge in contact centre telephony systems
* Skills with Microsoft Office including good knowledge of Excel
* Highly analytical and able to produce reports evidencing findings to a senior level
* Numerical skills to understand financial and budget management
* Ability to manage change at local level
* Highly developed leadership skills
* Delegation
* People Management
* Ability to use initiative
* Ability to set, meet and exceed targets
* Effective time management – strong organisational skills
* Service Improvement
* Improving Structures and Processes
* 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 needs
* Full driving licence
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| Personal Qualities | * Personable and capable of making positive connection with other Senior Managers
* Tenacious completer finisher
* Commitment to high quality patient care and services in the health sector
* Enjoys and facilitates collaborative working
* Enthusiasm with energy and drive
* Conscientious, reliable, resourceful and pro-active
* Evidence of a commitment to continuing professional development
* Enjoys working to a high standard and insists on quality outcomes
* Challenges the status quo to keep the business and team involved and up to date
* Critical thinking skills
* Creative and Innovative thinker
* Proactive and positive especially in relationship building.
* Initiative and Problem solver
* Proven team player
* Ability to coach, motivate and retain staff
* Diplomatic
* Sense of humour
* Ability to work under pressure
* Conscientious, reliable and resourceful
* Professional attitude to employment
* Self-starter
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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: |  |