

Business Support Manager - Operations Job Description

Job Description

Job Title: Business Support Manager – Operations

Service Area: All Primary Care Centres and Head Office Location.

Locations: Birmingham – with travel to locations within the Midlands as and when required.

Hours: 37.5 hours per week (may be required to work evenings & weekends)

Tenure: Full time, Permanent

Salary: £25,000 per annum

Reports to: Operations Manager

Based at: Glover Street, Birmingham

Summary

The post holder will be responsible for the supervision the out of hours teams consisting of Team Leaders, Call Handlers, Receptionists, Drivers and Health Care Support Workers.

Working with the Operations Manager the Business Support Manager will be responsible for the day to day operation and success of the call centre and remote sites, providing an efficient and high quality service. The call centre staff respond to patients needing medical attention and external agencies passing patient details for medical assessment.

Key Accountabilities

Main Purpose of job:

- To operationally manage the call centre and treatment centres to ensure the service provided is efficient, effective and meets the needs of service users of Badger OOHs.
- Implement strategies within the call centre and remotes sites to support delivery of excellent service to customers.
- To maximise the performance of the out of hours teams against defined Key Performance Indicators (KPIs) through effective real time management.
- Ensure that all sites are staffed working with the Rota Lead to provide a cost effective service utilising the available resources in the most efficient possible manner.
- To ensure excellence in customer services through effective performance management of the front line staff.
- To actively promote and manage the process of continuous improvement in Badger standards.
- Participate and contribute to relevant management meetings.
- Promote effective communication throughout all levels of the position holding regular meetings with teams and individuals.

The job description may be subject to review.

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

This job description is not exhaustive and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties as requested by Management/Directors.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation

Criteria	Essential	Desirable
Education/Qualification	<ul style="list-style-type: none"> Level 3 or above qualification with a minimum requirement of GCSE English and Maths A-C grade or equivalent. Interest in professional development and further training. 	You will receive training on the job, and you may be encouraged to work towards a relevant qualification.
Skills/Abilities	<ul style="list-style-type: none"> Effective verbal and written communication skills with the ability to deliver clear and concise messages ensuring understanding and acknowledgement. Ability to identify and deliver the needs of customers Ability to juggle differing priorities simultaneously. Good planning and organisational skills Ability to identify problems, provide solutions and implementing the most appropriate actions. Ability to meet targets and deadlines. Coaching and mentoring skills. Effective time management. Ability to respond to the current and future needs of the business. 	
Relevant experience	<ul style="list-style-type: none"> A minimum of 2 years experience in supervising an effective team. Determining priorities, setting targets and monitoring performance within a high volume working environment Leading and developing a team of staff and providing a positive role model in a service delivery setting Managing self and others through change Call Centre experience. Ability to develop a fair and equitable working environment. 	
Knowledge	<ul style="list-style-type: none"> A great understanding of Data Protection and Freedom of Information regulations and proven application. Intermediate level knowledge and use of information technology including use of Microsoft Office implementation and application. 	
Personal Qualities	<ul style="list-style-type: none"> Well presented and professional attitude. Hands-on approach Positive outlook Self-confident. 	

	<ul style="list-style-type: none"> • Resourceful and innovative • Excellent social and interpersonal skills • Open and tolerant of diverse culture and groups. • Calm and methodical 	
Other requirements	<ul style="list-style-type: none"> • Ability to work flexible hours over a 24 hour period to include nights, weekends and Bank Holidays. • Full Driving License. 	No more than 6 points on driving license.