

# Team Leader Job Description

## Job Description

Job Title: Team Leader  
Location: Bourne Road [ABR]  
Hours: Various  
Reports to: Head of Operations

## Summary

- The Team Leader is responsible for running and supervising the operations based at the ABR Call Centre and the remote Urgent Treatment Centre sites [UTC], providing support for the Badger Out of Hours service. The Team Leader is an integral part of the front-line services team consisting of Call Handlers, Receptionists, Clinical Receptionist/ HCSW, CCO, FSO and Clinicians at the Call Centre and UTCs.
- You will ensure that all incoming calls are answered and resolved within agreed time scales in line with National Quality Requirements [NQR], in an appropriate and professional manner.
- You will liaise with NHS 111 and other care providers who supply services across the West Midlands area.
- You will be required to co-ordinate and motivate call centre and UTC staff and keep morale high. During busy periods you may be required to undertake the roles of call handler, dispatcher and receptionist.
- The post holder will supervise and provide daily leadership within the Call Centre based at our Bourne Road site; some travelling may be required. The postholder will support the Operations Manager, ensuring key objectives are met and highlight areas of non-compliance within service delivery.

## Key Accountabilities

- To supervise all aspects of Operational Delivery on your shifts.
- To effectively run the shift and resources in line with Badger policies and procedures.
- To be compliant with Badger policies and procedures, including Health and Safety and GDPR.
- To support the implementation of staff training programmes.
- To demonstrate an accurate and professional attitude at all times.
- To liaise with the On-Call Management Team should any issues arise on shift.
- To attend meetings and training as and when required, supporting any changes to systems and processes.
- To ensure all work is carried out to a high level of accuracy and to always ensure compliance with all company and other relevant standards/regulations and procedures
- To participate in duties as designated by management.
- To ensure that all Primary Care Centres are open on time and adequately staffed.
- To ensure that workload for the Primary Care Centres and visiting teams are evenly balanced to prevent unnecessary delays in patient care
- To ensure comfort calls to patients are carried out at busy times
- Monitor incoming telephone call traffic and make interventions to ensure staffing and service levels are maintained at all times
- To ensure all calls are cleared from the system at the end of each shift
- To arrange for medical equipment/supplies to be sent to PCC centres as required
- To ensure accurate recording of hours for all duty staff, arranging cover for sickness and absence

- To ensure that all duty staff swipe in and out at the start and finish of a shift
- To ensure that at the end of shift all working areas are left clean and tidy
- To submit a Shift Report for every shift.
- Any other duties as and when required (Adhoc)

### **Additional key accountabilities**

- Work on your own initiative with minimal daily supervision and oversee the daily management of the Call Centre.
- Application of Human Resources policies for staff within the team including recruitment, induction, performance management, disciplinary and sickness absence monitoring taking appropriate action as required in accordance with Badger policies.
- Proactive management of changing priorities to include coordinating daily cover across the Call Centre, maintaining service levels.
- To be first point of contact when dealing with concerns, queries and complaints in regard to operational service delivery.
- In conjunction with the Head of Operations ensure that demand and capacity of the Call Centre are revised in accordance with the agreed processes.
- Development of excellent working relationships with key stakeholders such as Heads of Departments, GP's, HR and colleagues.
- Involved in the planning and implementation of the organisational strategic plan and contribute towards ongoing service improvement.
- Undertake an active role in projects relating to the development and evolution of services ensuring relevant SOPs are implemented in line with service developments and redesign.
- Investigate any incidents relating to administrative functions within the Call Centre.
- Undertake quality audits of call handling and administrative work of Call Handlers within a team setting.
- Develop and empower all members of your team to undertake the roles to the highest standards.
- Ensure that a supportive team management style is in place and carry out monthly personal development reviews for direct reports. Ensure all direct reports receive an annual PDR which outlines key objectives and training outcomes.
- Develop team knowledge and skills which promote equality and diversity and address inequalities through respectful practice.
- Conduct 1:1 meeting, performance management and line management duties.
- Providing best practice to operational team and to assigned team members.
- Development of excellent working relationships with key business partners and stakeholders such as Heads of Service, Clinicians, students, Informatics along with colleagues in other Specialty Management Groups.

### **Relationship to other roles**

Reporting to the Head of Operations

### **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 or 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.

**This appointment will be subject to a criminal record check from the Disclosure and Barring Service**

The appointment will be subject to a satisfactory Pre-Employment Health Check.

***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***



## Team Leader Person Specification

**The under mentioned are the job-related requirements for this post**

Criteria	Essential	Desirable
Education/Qualification	<ul style="list-style-type: none"><li>• GCSE English and Maths A-C grade or equivalent.</li><li>• Able to work towards a Team Leading qualification.</li></ul>	Management qualification
Skills/Abilities	<ul style="list-style-type: none"><li>• Effective verbal and written communication skills with the ability to deliver clear and concise messages ensuring understanding and acknowledgement.</li><li>• Excellent organisational and influencing skills.</li><li>• Ability to identify and deliver the needs of customers</li><li>• Ability to juggle differing priorities simultaneously.</li><li>• Ability to identify problems, provide solutions and implementing the most appropriate actions.</li></ul>	
Relevant experience	<ul style="list-style-type: none"><li>• Ability to develop a fair and equitable working environment.</li><li>• A minimum of 2 years' experience in supervising an effective team.</li></ul>	
Knowledge	<ul style="list-style-type: none"><li>• An awareness and understanding of Data Protection and GDPR with the ability to deal with personal information sensitively and respect people's right to confidentiality.</li></ul>	

	<ul style="list-style-type: none"> <li>• Intermediate level knowledge and use of information technology including use of Microsoft Office implementation and application.</li> </ul>	
Personal Qualities	<ul style="list-style-type: none"> <li>• Well-presented and professional attitude.</li> <li>• Hands-on approach</li> <li>• Positive outlook</li> <li>• Self-confident.</li> </ul>	
Other requirements	<ul style="list-style-type: none"> <li>• Empathetic with excellent customer care attitude</li> <li>• Ability to deal with conflict in a calm and efficient manner</li> <li>• Ability to work flexible hours over a 24-hour period to include nights, weekends and Bank Holidays.</li> <li>• Confident</li> </ul>	