

JOB DESCRIPTION

Job Title:	Assistant Call Centre Manager
Location	Longbow, Shrewsbury, Shropshire
Responsible To	Call Centre Manager
Hours of Work:	37.5 hours per week



The main purpose of the role will be to provide operational support to the Call Centre Manager in the day-to-day running of Shropdoc's Call Centre, enabling the delivery of our portfolio of clinical services. The role will deputise for the Call Centre Manager according to operational requirements.

The postholder will be responsible for managing crises during escalation and disaster recovery situations. Additional duties will include providing administrative support for the non-clinical rota, assisting with recruitment and training, and offering general administrative support to the daytime clinical services. The postholder will also be expected to work flexibly to cover Team Leader shifts out of hours during periods of absence.

1. KEY TASKS AND RESPONSIBILITIES

Supervision Responsibilities

- You will deputise for the Call Centre Manager in their absence, having 1-2-1s with Team Leaders to discuss any day-to-day issues that may arise during the covering period.
- You will support the Call Centre Manager in effectively managing the development, promotion and maintenance of a healthy employee relations culture and staff engagement.
- You will build and maintain collaborative and productive working relationships with various stakeholders offering practical advice and guidance regarding operational matters.

- You will work closely with Call Centre Manager to monitor and drive individual and team performance.
- You will be expected to manage and coordinate elements of service provision, projects and procedures, to support the Call Centre Manager.
- Support the Call Centre Manager with the investigations of complaints and incidents, actioning any outcome as necessary.
- To support with planning preparation for bank holidays. Liaising with SATH regarding outpatient appointments availability, updating operational systems and opening/closing phone lines as needed.

Call Centre Rota Management

- Take responsibility for maintaining an up-to-date and fully staffed Call Centre Rota, ensuring compliance with Working Time Regulations. Accurately record and track any shift changes, holidays, sickness, or other employee absences to ensure that staffing levels are appropriately managed. Collaborate with Human Resources Department to ensure that all attendance and absence records are accurate and monitored in accordance with organisational policies and regulatory requirements.
- To be responsible for monitoring staffing levels and proactively identify recruitment needs as they arise.
- Accurately record and update all staff adjustments for the Call Centre in the Rotamaster system, ensuring real-time tracking of scheduling changes and staff allocations.
- Ensure the complete administration of the Call Centre Rota is consistently maintained, adhering to organisational policies and procedures, and promptly address any discrepancies or issues that arise.
- Maintain the 'Manager on Call' Rota on behalf of the Operational Managers.
- Attend the Rota Team operational team meetings on a regular basis.

Training Responsibilities

- Proactively identify and assess the training needs and acting as a mentor and coach.
- Ensure that all statutory and mandatory training requirements for the Call Centre are consistently up to date. This includes monitoring statutory and mandatory training, tracking completion, and ensuring that all employees complete necessary training within required timelines. Work closely with relevant Team Leaders to identify any outstanding training to ensure compliance.

- To be responsible for arranging all Protected Learning Time Sessions, when Shropdoc covers daytime General Practice closures.

Policy and processes

- Take responsibility for ensuring that all relevant policies, procedures, training materials, handbooks, and training aids are regularly reviewed, updated, and maintained to reflect the most current standards, regulations, and best practices.
- Take the initiative to identify opportunities for process improvements and implement new procedures as needed to enhance operational efficiency, meet changing business requirements, or address specific challenges.

Recruitment and onboarding

- To be responsible for recruitment and onboarding in the Call Centre, liaising with the Human Resources Department.

Other responsibilities

- To provide operational support for all work streams within the Call Centre on a day to day basis.
- Be the Smartcard Sponsor, responsible for coordinating the issuance of new Smartcards as required, managing staff user profiles, and overseeing all aspects of Smartcard administration.
- Provide support and actively participate in relevant meetings as required by the role. This includes preparing for and attending meetings, contributing to discussions, and ensuring that key information and updates are communicated effectively. Collaborate with team members and stakeholders to address any issues, share insights, and support decision-making processes that align with organisational goals and priorities."
- Support in the coordination of all staff appraisals and 1-2-1 meetings, ensuring they are conducted in accordance with organisational policies and procedures, and ensuring timely completion for all staff members.
- Responding to ad hoc queries from Team Leaders and employees and provide advice and support when requested.
- To liaise with the IUC Directory of Services Lead to ensure that the 111 Directory of Services (DoS) is up-to-date.

- In liaison with the Call Centre Manager, ensure the ongoing readiness and operational functionality of the Disaster Recovery Site (Oswestry) to guarantee swift and effective activation in the event of an emergency. This includes regularly testing systems, performing routine maintenance, and monitoring infrastructure to ensure it meets all operational requirements. Work proactively to address any potential issues and ensure that the site is always prepared for immediate deployment, minimizing downtime and ensuring business continuity during critical situations.
 - To provide support to Clinicians to enable the smooth running of our day-time Clinical services.
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2. PROBATIONARY PERIOD

All new employees are subject to the requirements of six-month probationary period with a progress review at three months for the new employee. Our probationary period will focus on supporting new employees into the workplace through comprehensive training and induction programmes. These programmes are tailored to equip new employees with the necessary skills, knowledge and confidence to succeed in their position.

3. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with the organisation, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

4. CONFIDENTIALITY AND INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance.

5. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To

hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

6. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

7. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

8. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

9. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

10. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

PERSON SPECIFICATION

Assistant Call Centre Manager

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. Candidate application forms will be shortlisted using a points-based system, with selections made according to the criteria outlined in the person specification below.

Shortlisting Criteria	Essential	Desirable
Qualifications		
A good standard of Education.	✓	
Business Administration qualification.	✓	
IOSH Managing Safely.		✓
Customer service qualification.		✓
Experience / Knowledge		
Experience in a customer service or call centre role, with experience in a supervisory or team leader capacity.	✓	
Proven ability to manage, motivate, and develop teams to meet performance targets and deliver excellent customer service.	✓	
Good all round organisational and leadership skills with a problem-solving ability.	✓	
Familiarity with key performance indicators (e.g., Average Handle Time, First Call Resolution, Customer Satisfaction Scores) and how to improve them		✓
Ability to deal with a busy working environment with various demands and escalations.	✓	
Experience of developing policies, and standard operating procedures.		✓
Keeping up to date with industry trends, technology, and innovations that can improve call centre efficiency and customer satisfaction.		✓

Shortlisting Criteria	Essential	Desirable
Previous experience of using bespoke systems (ie: RotaMaster, Adastra, EMIS).		✓
Strong verbal and written communication skills, including the ability to convey information clearly and effectively to both customers and team members.	✓	
Knowledge of the Working Time Directive Regulations.		✓
Experience in monitoring and managing call centre performance, including setting goals, conducting reviews, and ensuring KPI targets are met		✓
Ability to work closely with both management and frontline staff, fostering a positive team culture and resolving conflicts where necessary.	✓	
Ability to prioritise, plan and focus on deadlines, work under pressure and against agreed timeframes and performance targets.	✓	
Personal Attributes		
Excellent negotiation and listening skills.	✓	
Ability to build trusted stakeholder relationships and wider support networks.	✓	
Innovative and creative approach.		✓
People management skills: persuasion, negotiation and appropriate authoritative influence.	✓	
Positive and pro-active approach to work and change.	✓	
Reliable and resourceful.	✓	
Empathetic and caring.	✓	
Able to quickly gain respect from team colleagues and various other stakeholders.	✓	
Must be self-motivated with a 'can-do' attitude and ability to work and deliver under pressure.	✓	
Other		
An understanding and appreciation of safeguarding but training given.		✓
Must be flexible with covering for staff absence as required.	✓	

