

**JOB DESCRIPTION**

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| Job Title: | Team Leader |
| Location | Longbow, Shrewsbury, Shropshire |
| Responsible To | Call Centre Manager |
| Hours of Work: | 34 hours per week |



Shropdoc is a not-for-profit, provider-led organisation delivering urgent primary care services across Shropshire, Telford & Wrekin, and Powys. Our core services include Out of Hours (OOH) GP care, urgent care triage, home visiting, and face-to-face clinical services. We work collaboratively with NHS partners and other health and care organisations to ensure patients receive safe, responsive, and high-quality care when their usual GP practice is closed or when urgent support is needed. The post is linked to all work streams and services across the organisation, supporting a coordinated and integrated approach to patient care. Shropdoc is committed to delivering patient-centred care through innovation, clinical excellence, and a dedicated multidisciplinary workforce.

**Job Profile**

The main purpose of the role will be to manage the Call Centre operations overseeing staff who work shifts over a 24/7 rota pattern. You will be responsible for identifying and focusing on operational levels ensuring that standards and response times are met, delivering a high quality service and cohesive team working to support. The postholder will be responsible for managing crises during escalation and disaster recovery situations. This is a multi-skilled role which involves crossing between Out of Hours and In Hours. During the out of hours period the Team Leader will be the Responsible Person for Health and Safety.

1. **KEY TASKS AND RESPONSIBILITIES**

* To promote and demonstrate corporate ethos and professional ways of workingwhilst adhering to Shropdoc values, Kindness, Quality, Development, Integrity, Community.
* To attain, monitor and sustain service level targets and response times.
* To promote within the team and strictly adhere to Shropdoc:
* Procedures
* Systems
* Escalation Plan
* Manual/DR processes
* Health and Safety Policy
* Confidentiality and Ethical Standards
* Responsible for carrying out the Disaster Recovery processes:
  + Reporting and documenting
  + Attend regular Evacuation exercises at Oswestry and Longbow
* Implement contingency Power App in Adastra failure
* Implement Manual process in Adastra failure if Power App fails
* To maintain knowledge and a working understanding of all telephony, electronic systems and software utilised within the Call Centre.
* In liaison with the Call Centre Management, 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 maintain a good working knowledge of all pathways within CCC & Despatch and where necessary, cover both CCC & Despatch shifts for refresher purposes.

* To assist with investigation of complaints and incidents, log issues on Radar and action where necessary.
* To manage individual teams through:
* Appraisals and supervision
* Complete call audits to ensure standards are upheld
* Incorporating team and individual meetings to ensure their accountability
* Individual learning and development needs are met while ensuring appropriate support is given
* To complete RTW’s when employees return from absences i.e sickness
* To complete where necessary any Sickness and Performance reviews
* To ensure staff are up to date and maintain their Bluestreamtraining modules
* To coach and mentor new and existing staff when required
* To enforce and ensure the compliant use of Smartcards by Shropdoc employees.
* To act as a Smartcard sponsor for the organisation and undertake any training as required by the relevant Registration authority.
* To ensure that where required operational information is disseminated to all groups of Call Centre staff in an appropriate and timely manner to include coaching these groups where applicable.
* To ensure that staffing levels are monitored:
* Variances are maintained at a consistent level in all Call Centre staff groups
* Report all absences
* Ensure any rota changes are actioned and logged on the Rota exceptions spreadsheet within appropriate guidelines whilst maintaining adequate staffing levels
* Proactive involvement with Rota team to maintain operational levels knowledge
* Regular contact with the rota team providing positive input when necessary
* Analyse live data and take appropriate action where relevant whilst monitoring to sustain service level targets and response times.
* Oversight and organisation of PLT sessions as and when required.
* To ensure that all pre-bank holiday planning and operational checks are carried out and all relevant equipment is operational and in place.
* To ensure that all Team Leader Handovers and Shift Updates are completed for every shift and include up to date relevant information as required.
* To make amendments accurately to non-clinical information within a patient record on Adastra i.e. demographic information due to inaccuracies, duplicate records, flaggings, respect forms etc… ensuring that details of what changes have been made are recorded in the Clinical Information System audit trail.
* To update EMS plus as per local agreement on current escalation levels, taking appropriate action when needed.
* To contact Shropdoc MOC as per standard procedures to inform & seek guidance/authority as and when needed as per the MOC/EXEC on call process.
* To attend monthly Operational Meetings and any other meetings as may be required and consistent with the role.
* To maintain a constant and continuous interest in Health and Safety matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behavior. Ensure incident/accidents are reported and logged via accident book and shift logs to the appropriate bodies/personnel.
* To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
* In line with other posts may be subject to change according to service needs, in consultation with the post holder.

# 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 confident to succeed in their position.

# 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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **JOB DESCRIPTION AGREEMENT**

Post Holder’s Name: ………………………………………………………………………

Post Holder’s Signature: ………………………………… Date: ……………………..

Updated: June 2025

**PERSON SPECIFICATION**



**Team Leader**

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.

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| **Shortlisting Criteria** | **Essential** | **Desirable** |
| **Qualifications** | | |
| A good standard of Education. | ✓ |  |
| Business Administration qualification. |  | ✓ |
| 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. | ✓ |  |
| 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 patients, professionals 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 |  | ✓ |
| **Shortlisting Criteria** | **Essential** | **Desirable** |
| 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. working relationships | ✓ |  |
| 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. | ✓ |  |
| Must be self-motivated with a ‘can-do’ attitude and ability to work and deliver under pressure. | ✓ |  |
| **Other** | | |
| An understanding an appreciate of safeguarding but training given. |  | ✓ |
| Must be flexible with covering for staff absence as required. | ✓ |  |