

Team Leader Job Description

Job Description

Job Title:	Team Leader
Location:	Aston, Birmingham
Hours:	Various
Reports to:	Business Support Manager

Summary

The Team Leader is responsible for running and supervising operational shifts based at the Badger Call Centre in Birmingham.

The Team Leader is an integral part of the frontline services team consisting of Clinicians, Call Handlers, Drivers and Receptionists and Healthcare workers.

You will ensure that calls are answered within agreed time scales and 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 Treatment Centre staff and keep morale high.

During busy periods you may be required to undertake duties Call Handler or Receptionists to support the service.

Key Accountabilities

- To supervise all aspects of operational shifts
- To directly line manage allocated team members such as 1-1's, audits, coaching, mentoring, adherence management and support etc.
- 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, Data Protection 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 ensure compliance with all company and other relevant standards/regulations and procedures at all times.
- To participate in duties as designated by management.
- To ensure that all Treatment Centres are open on time and adequately staffed.
- To ensure that the workload for the Treatment 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 Treatment 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 ad hoc duties as and when required.

Relationship to other roles

Reporting to the Operations Manager

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.

Information Governance

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable the BADGER Group to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Information Governance Policy.

Health & Safety

The post holder will be required to comply with the duties placed on employees of the BADGER Group as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

Disclosure and Barring Service

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

Pre-Employment Health Check

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"> • GCSE English and Maths A-C grade or equivalent. • Able to work towards a Team Leading qualification. 	Management 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. • Excellent organisational and influencing skills. • Ability to identify and deliver the needs of customers. • Ability to juggle differing priorities simultaneously. • Ability to identify problems, provide solutions and implementing the most appropriate actions. 	
Relevant experience	<ul style="list-style-type: none"> • Ability to develop a fair and equitable working environment. • A minimum of 2 years' experience in supervising an effective team. 	
Knowledge	<ul style="list-style-type: none"> • 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. • 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. 	
Other requirements	<ul style="list-style-type: none"> • Empathetic with excellent customer care attitude 	

	<ul style="list-style-type: none">• Ability to deal with conflict in a calm and efficient manner.• Ability to work flexible hours over a 24-hour period to include nights, weekends and Bank Holidays.• Confident	
--	---	--