



JOB DESCRIPTION

JOB TITLE:	Service Delivery Rota Coordinator
REPORTS TO:	Head of Clinical Workforce
DIRECRORATE:	Service Delivery
LOCATION:	Redhill Aerodrome - Redhill, Surrey
CONTRACT TYPE:	Permanent
HOURS & DAYS:	Part Time - 0.5FTE
KEY STAKEHOLDERS:	Head of Clinical Workforce, Project and Compliance Manager, HEMS staff

MAIN PURPOSE OF THE ROLE:

The Rota Coordinator is an essential and integral part of Team KSS, focusing on supporting the clinical team to ensure safe and effective medical staffing across all areas of Service Delivery. It is dynamic, challenging and at times fast paced. The post holder will be required to undertake the Service Delivery Scheduling in relation to agreed standards and ensure the delivery of Service Delivery Scheduling is of the highest quality within agreed policies and procedures, maintaining operational cover utilising the resources available.

To coordinate an effective Scheduling function in liaison with the Head of Clinical Workforce to ensure the effective delivery of service is maintained. This will involve managing consultant, Registrar and junior doctor rotas, ensuring compliance with the European Time Working Directive and New Deal, together with staff under Agenda for Change Terms & Conditions.

You will ensure that systems are in place to manage all leave and sickness for medical staffing and ensure systems are in place to ensure Clinical Risk/Governance requirements are met.

MAIN RESPONSIBILITIES:

- Assist in the delivery of effective, efficient, support service at all times, managing own workload without supervision, and be able to manage competing/conflicting demands on time.
- Responsible for day-to-day operational management of the roster, to ensure provision of planned resources against agreed schedules within the operational, dispatch and on-call rotas, and liaise with staff and Clinical Operational Managers (COM) to ensure rotas are planned and populated appropriately. Ensure "relief" hours are optimally allocated to balance hours worked vs contracted hours. Implement control measures to manage budget implications in the use of relief hours and emeritus staffing
- Assist in monitoring staffing requirements within designated Operation Areas in liaison with the Head of Clinical Workforce
- Check and authorise staffing swaps to ensure these maintain adequate cover
- Provide accurate and timely records of shifts undertaken by emeritus staff on a monthly basis to enable appropriate salary payments to be correctly administered
- In collaboration with the duty COM, arrange cover short-notice absences, allocating and recording emeritus shifts as required.
- Support the Clinical Director and nominated educational deputy in the rostering of the training/educational requirements, including compliance with mandatory training.
- Authorise and Input Abstractions in line with KSS policies and procedures ensuring that appropriate records are kept and annual leave allowances/TOIL are managed to maintain service provision
- Ensure that agreed procedures are followed in relation to the KSS Policy while on shift.
- Ensure that the Trusts computerised rota system is used appropriately in line with all KSS policies and procedures and the data held within the system remains confidential.
- In consultation with Clinical Operations Managers, prioritise use of own time and resources to ensure the best interest of KSS and of staff are observed.
- To attend relevant meetings & induction to outline the expectations of staff when in post in relation to absence reporting and rota compliance.

- Ensure that changes in circumstance of Service Delivery staff e.g grade/hours are actioned using KSS agreed policies and process, completing Staff Change Forms/Termination forms as necessary in collaboration with HR colleagues
- Maintain effective working relationships with all departments within the KSS.
- Be flexible within the role and undertake other duties that are required and are commensurate with this role.

OTHER GENERAL DUTIES:

1. When working at our office:
 - Welcome visitors and assist them in the appropriate manner.
 - Observe and adhere to office procedures.
 - Respect confidentiality of all information obtained whilst working for the Charity.
2. To contribute to the functioning and morale of the team, whilst conducting yourself in a professional and efficient manner.
3. Be an organisational representative across various forums and networking opportunities.
4. Other duties as may be required from time to time on behalf of the charity

PERSON SPECIFICATION

About You	Key Requirements	Essential	Desirable	Assessed Via		
				Covering Statement	CV	Interview
Specific Knowledge & Experience	High level of computer literacy to include Microsoft Excel and other Microsoft programs.	X			X	
	Willingness to adapt to new software	X				X
	Knowledge of demand analysis.		X		X	
	Experience of dealing with medical staff in an NHS organisation, and/or experience of administration work in a healthcare setting.	X		X	X	
	Proven administration experience at a senior level	X		X		
Skills & Abilities	Appropriate assertiveness, whilst remaining calm under pressure	X		X		X
	Excellent interpersonal and communication skills.	X				X
	Effective problem-solving, with an ability to prioritise effectively and meet deadlines	X		X		X
Education and Training	Good general level of education with GCSE or equivalent in Maths and English	X			X	
	Formal training to NVQ level 4 or Diploma in Administration or Personnel Practice or equivalent experience		X	X		
Other Requirements	Honest and trustworthy, with Attention to detail and ability to maintain Confidentiality.	X		X		X
	A willingness to support at Charity events during and after working hours	X		X		