



Contact Centre Manager - Job description

Solihull Healthcare Partnership is a Primary Care Network formed of 7 GP practices. We provide quality NHS care to over 55,000 patients in the Shirley / Solihull area.

Our vision is to be the most respected healthcare provider in the Solihull region, developing centres of excellence which we are proud of. To achieve this we need to continue to bring the right people into our organisation, who like us, are passionate about providing the best service to our patients and want to make a difference.

Equally important to us is looking after our employees and their wellbeing, supporting and developing them in the best way. Ensuring we retain our people and that they enjoy coming to work. The Contact Centre Manager is a new and exciting role for our organisation, which will help us achieve this.

This role will be part of the Operations team and will be based at main site, however you will be required to travel to our other practices regularly, which are within a few miles from each other in Shirley and Solihull.

Main Duties

- Day-to-day management of contact centre operations in accordance with SHP Operating policies and procedures to ensure service standards and KPIs are met.
- Proactive review of KPI standards and implementation of plans to further improve the service whilst identifying best practice.
- Supervise staff ensuring all calls into the contact centre are answered in a courteous, professional and efficient manner.
- Ensure that KPIs are met by providing support, coaching, training, and performance management to the contact centre staff.
- Data analysis – work closely with IT Operations Manager to identify trends and opportunities in call flows.
- Ensure rota is planned and disseminated 6 weeks in advance ensuring optimal level of cover in contact centre and at sites.
- Overseeing and developing SOPs in conjunction with governance and operations team.
- Responsible for the identification and implementation of contingency processes for the contact centre and testing of the processes.
- Ensure all staff employed in the contact centre have a good level of awareness of CQC guidelines.
- Line management of care navigators and direct reports, including mentoring and training.

- Ensure that the contact centre staff receive regular and timely communications about the changes in the processes and overall performance and expectations.
- Ensuring the Senior Care Navigators and Care Co-ordinators attend “Train the trainer” training for learning to be disseminated within the team and to newly joined staff.
- Ensure optimal level of staffing is maintained in the contact centre and on sites, liaising with Team Leaders to deal with any unforeseen issues.
- Maintain effective working relationships with the Team Leaders working as a team to provide support and cover for duties as required.
- On call responsibilities for the service and escalation as appropriate
- Working with contact centre staff and Team Leaders to ensure consistency and best practice is shared and developed.
- Attend appropriate meetings including team meetings, governance and operational meetings, etc.
- Produce regular performance reports and other ad-hoc reports as requested by the Senior Leadership Team.
- Review and manage high quality responses to appointment queries and other enquiries as appropriate.

Person Specification

A minimum of 2 years' operational management experience in a NHS/private healthcare setting

Customer service or call centre experience or equivalent work experience

Significant experience of managing teams and line management

Experience in service redesign and project management

Experience of presenting complex data/information to staff at all levels and persuading people to make changes based on this information

Understanding of the role of NHS bodies such as CCGs, Acute providers, CQC, Monitor, NHS England and NHS Improvement

Experience of developing policies, pathways and standard operating procedures

Excellent organisational skills

Ability to produce error free and well-presented reports demonstrating a high level of accuracy

Tactful and diplomatic

Job Types: Full-time, Permanent

Salary: £29,543.00 - £31,922.00 per year