



Deputy 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 Deputy 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

- Coach and motivate team members to their maximum potential providing feedback, performance review, monitoring absence and creating a team environment conducive to optimise performance.
- Responsible for ensuring rota is planned 6 weeks in advance and staff are aware of their shifts.
- Manage annual leave, sickness and other absences and arrange cover appropriately.
- Ensure return to work interviews are held consistently and HR and the Team Leader are kept updated.
- Use Care Navigation Competency Framework to develop the staff from Essential level to an Expert
- Work alongside the Team Leader to plan a care navigation handbook and be responsible for its periodic update and distribution
- Responsible for planning a comprehensive and personalised induction and training programme ensuring all new staff are made to feel welcome and that they are provided with consistent support during their first few days.
- Plan training and development for individual team members and ensure that the necessary resources are available to meet the daily targets through management of attendance, sickness and holidays.
- Ensure the KPIs are delivered and devise an action plan if there is a breach.

- Work closely with the Team Leader to manage the recruitment process i.e. starters, leavers, recruitment, inductions, probation sign offs.
- Assist the care navigation team with management of complaints ensuring all verbal complaints are dealt with and a high standard of care provided to patients
- Supervise staff ensuring all calls into the contact centre are answered in a courteous, professional and efficient manner.
- Ensure that all administrative work is allocated to the team and is completed on daily basis.
- Ensure all staff in the contact centre have good level of understanding of CQC compliance.
- Encourage signposting and ensure margin of error is reduced.
- Provide cover at sites and other ad-hoc duties as and when required
- Deputise for the Contact Centre Team Leader

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

Experience and understanding of governance systems and processes including CQC compliance

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: £24,239.00 – 25,175.00 per year
