

Job Description

JOB TITLE	Operations Coordinator
LOCATION	IPRS Aeromed Operational Head Office, Gatwick
REPORTS TO	General Manager
<p>MAIN PURPOSE OF THE JOB: (JOB SUMMARY)</p> <p>To play a key role as part of the Operations Team ensuring that IPRS Aeromed continues to deliver innovative and exemplary clinical services to its clients in the most effective manner, through optimum operational business processes and procedures, as well as operationally ensuring all clinical bank staff are tasked and despatched effectively to deliver a first class service to clients and patients within set service level agreements and key performance indicators.</p>	
<p>KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)</p> <ul style="list-style-type: none"> • To assist in the successful service delivery of the Operations Department, working closely with the General Manager, Service Delivery Managers and Clinical Management Team (CMT) • Regular liaison with Operational, Clinical and finance colleagues both at Gatwick and remote locations • To coordinate and support operationally all bank medics undertaking work for IPRS Aeromed ensuring all tasks are planned effectively to meet the client's needs • Utilise a bespoke database for the management of staff and workload • Utilise management information to ensure sufficient resource availability for the demand and work with colleagues to address any projected shortfalls • Answering and/or redirecting queries, requests for information in line with company processes and policies • To assist in the coordination of key operational projects and new initiatives by supporting the staff involved • To continually work within Clinical guidelines provided by the CMT • Provide shared coverage of the company's oncall service overnight on weekdays 19:00 – 07:00 • Provide shared coverage of the company's oncall service at weekends on a rota basis • Provision of weekend ops support to the Clinical case worker who run operations during this time, minimal support will be required via phone on a rota basis • To assist in ensuring the on-target delivery of Company and Client Service Level Agreements (SLAs), Key Performance Indicators (KPIs) and Management Information (MI) • To assist in the compliance with appropriate legislation (e.g. Access to Medical Records & Reports, General Data Protection Regulation, ISO 27001 Information Security and ISO 9001 Quality Management) • To undertake any other duties compatible with the grading of the post, as required 	
<p><i>General / additional duties:</i></p> <ul style="list-style-type: none"> • To comply with the Corporate Data Protection Policy which covers all aspects of the organisation's business in both electronic data and manual filing systems • To ensure that professional behaviour, appearance and attitude are maintained and the organisation's policies and procedures are adhered to • To adhere to the roles and responsibilities structure agreed for specified shift patterns 	

QUALIFICATIONS, TRAINING AND EXPERIENCE:

- GNVQ/NVQ Level 2 qualification or equivalent, or (E)
- 4 GCSE/O level passes A-C or equivalent, including English and Maths; or (E)
- A minimum of four years customer service/administration experience (E)
- Experience of coordinating a team (E)
- Experience of interacting with clinical staff, who are working remotely (D)

EXPERIENCE AND KNOWLEDGE:

- Experience of working in a customer service/administration environment (E)
- Experience of assigning work to a remote team, desirably in an international environment (D)
- Experience of dealing with medical professionals and patients (D)
- Experience of using various Microsoft programmes and databases (E)

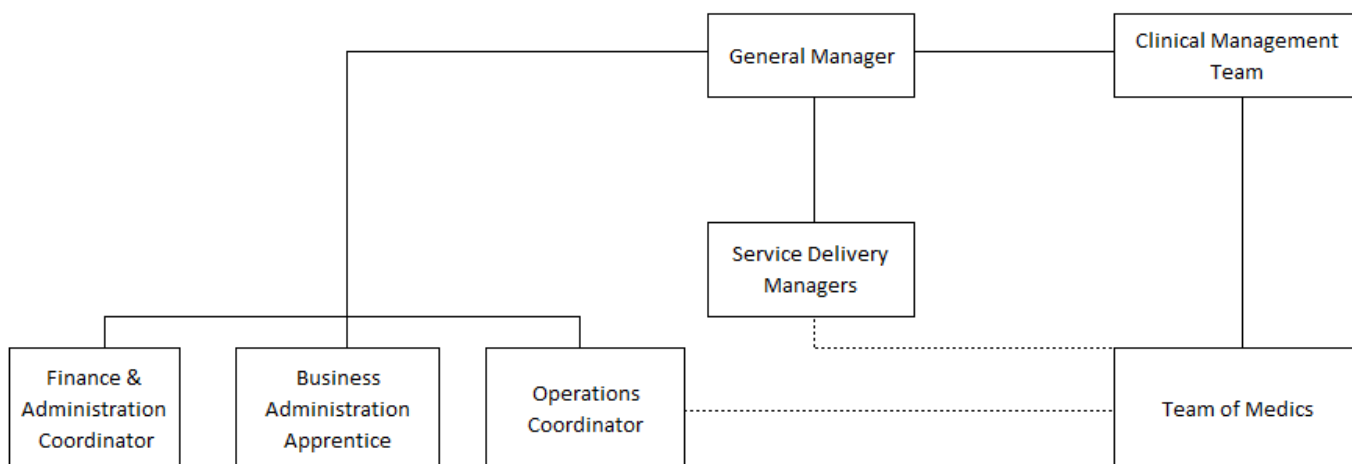
SKILLS AND ABILITIES:

- Ability to communicate effectively with internal and external customers and provide excellent customer service
- Ability to identify and implement ways to improve customer service functions
- Clear and concise written and spoken communication skills, in particular a friendly telephone manner
- Attention to detail and the ability to record information accurately
- Ability to make decisions quickly and under pressure
- Ability to plan and organise workloads effectively
- Ability to prioritise and meet relevant Key Performance Indicators in a demanding environment
- Ability to work on own initiative with minimal supervision in a proactive manner
- Team worker who is flexible and has a positive attitude to learning and self-development

DBS Check Required: Yes

Home Office Security Clearance (SC): Yes

Operational Structure



Date: July 2018