



Job Description

Title:	PTS Senior Team Leader
Band:	6
Location:	Various
Reports to:	Delivery Manager
Responsible for:	Approximately 150 staff

Job Purpose

The Senior Team Leader will be accountable for ensuring the delivery of an effective, efficient, high quality service by the staff and fleet resources managed and the delivery of all quality and performance targets.

The Senior Team Leader will be responsible for the building and maintenance of effective local working relationships with key stakeholders, to ensure the development of a positive reputation as a flexible and proactive service provider.

In conjunction with the Team Leaders you will be accountable for the supervising of the day to day operational delivery. Your role will be critical in NWAS's ability to deliver against the contractual quality standards ensuring NWAS remains the PTS provider of choice within the cluster.

Key Duties and Responsibilities

Contractual delivery

1. Proactively work with local stakeholders on a daily basis to resolve problems, remove blockages and work proactively to adapt services to meet emerging needs and local service developments, supporting the Trust to manage our reputation as a provider with local stakeholders overcoming challenging misconceptions regarding service delivery.

2. Ensure high levels of awareness amongst operational delivery staff of contractual obligations and standards of performance, helping to develop a commercial and change focused culture.
3. Positively address contractual and service delivery issues under the agreed escalation arrangements, dealing effectively with conflict to identify positive solutions and maintain long term relationships.
4. Trouble shoot issues emerging from day control as directed by the Delivery Manager, including staffing issues, hospital problems or blockages, fleet difficulties and any other issues affecting service delivery

Service Delivery & Performance Management

5. Assist in the implementation of changing operational procedures, developing local guidance, briefing or procedures to enable changes to be effectively implemented, ensuring that staff are fully briefed and that the effectiveness of changes in monitored.
6. Monitor the performance of Team Leaders and service delivery teams, taking appropriate steps to address issues as they emerge.
7. Monitor local performance of teams, using the information to identify potential areas for improvement, working with the Delivery Manager and control teams to analyse performance and develop solutions to resolve issues identified.
8. Working with local stakeholders and taking account of emerging demand trends develop and implement plans to improve service delivery, improve cost effectiveness or deliver higher levels of quality.
9. Working with stakeholders at clinics to review the interaction with our services and develop and implement joint plans to eliminate blockages and jointly develop solutions.
10. Delegated budget holder.
11. Monitor use of cleric, AVLS and mobile data within teams ensuring that potential problems, such as inefficient usage, are identified and addressed with teams through training, support or other action where necessary.
12. Undertake risk assessments to ensure that we are effectively meeting particularly complex patient needs or where there is particularly difficult access/egress, liaising with patients and other involved agencies to provide an effective solution which meets contractual obligations but does not compromise service delivery.
13. To actively work with local stakeholders to identify and address systems issues which could positively contribute to improved performance.

People Management

14. Manage Team Leaders, local operational staff and volunteers ensuring that the vision, culture, contractual requirements and Trust objectives are clearly understood and evidenced in day to day working practices.
15. Regularly visit stations managed to meet staff and address issues raised by staff but also to ensure checks on timeliness, quality of presentation, cleanliness of vehicles, taking appropriate action to address issues identified.
16. Establish and maintain individual performance management systems aligned to an agreed appraisal system ensuring every Manager and member of staff has an active Personal Development Plan (KSF) and is working to appropriate KPIs and objectives.
17. Ensure that mandatory training is effectively profiled and attended by all eligible staff.
18. Lead local staff forums and surgeries to ensure that staff have the opportunity to raise issues of concern but also to ensure that staff are effectively briefed and understand local performance and change messages.
19. To act as hearing officer at formal stages of HR policies including discipline, grievance and sickness absence policies.
20. Investigate complaints and PALS issues, in conjunction with Making Experiences Count Team, ensuring that patients concerns are dealt with appropriately and detailed and appropriate responses are provided to patients and service users and that effective learning is identified and implemented
21. Investigate disciplinary and grievance issues in line with agreed policies, producing statements of case and presenting at hearings where required.
22. Actively monitor individual and team sickness, ensuring that all processes for Return to Work interviews, formal stages of the sickness absence procedures and long term sickness reviews are carried out in a timely and effective way, escalating issues when required.
23. Meet regularly with Team Leaders to ensure that they are effectively directed to maximum effectiveness in delivering the needs of the business.
24. Work closely with trade union partners to resolve individual issues, to discuss changes and to work in partnership to plan required changes to service delivery.
25. Undertake checks on volunteers to ensure that appropriate standards are being met and addressing issues identified
26. Work with mandatory trainers to ensure issues of poor performance are addressed through bespoke training and development activities where required.

Other

27. Regularly produce reports for Delivery Manager on local performance, investigation outcomes or to provide other assurance.
28. To act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity
29. To undertake Health and Safety inspections and investigations to ensure that procedures are being effectively followed by staff and team leaders.
30. To ensure that Health and Safety risks/ issues are identified and the appropriate action taken to remove, avoid, or minimise any adverse effects on patients, carers, the public and our staff.
31. To fully implement clinical guidance and standards approved by the Trust Board/Executive Team and Senior Management Team and to highlight new or previously unidentified risks.
32. In accordance with trust policies and procedures, ensure the infection prevention and control meet the requirements of the hygiene code and health and safety at work and manage the control standards for the protection of self, colleagues and patients from healthcare acquired infections
33. Enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job, maintaining your own CPD and respond to the learning needs of the Trust.
34. Act within acceptable parameters as a Manager for the Trust, having regard to the applicable 'Code of Practice' for your role and ensuring own practice is in accordance with Trust policies.
35. To contribute positively to the effectiveness and efficiency of the teams in which he/she works.
36. The post holder will be required to adapt to and undertake different or new duties in line with professional and service developments

Key Relationships

- PTS General Manager
- PTS Delivery Manager
- Team Leaders
- Operational Staff
- Control Staff
- Volunteers
- Health and Safety Advisors
- Human Resources staff

- Trade Unions
- PES Managers
- Making Experiences Count Teams
- Local external stakeholders
- Patients
- Local Community/Patient Groups

Person Specification

	Criteria	Essential/ Desirable
Qualifications and Education	<p>Educated to Degree level or equivalent experience</p> <p>Provide evidence of recent ongoing personal development actions</p> <p>Current broad knowledge of NHS national and local context</p>	<p>E</p> <p>E</p> <p>E</p>
Skills and Abilities	<p>Excellent verbal and written communication skills, ability to receive and provide highly complex, sensitive and contentious information.</p> <p>Presentation Skills</p> <p>Negotiation skills</p> <p>Leadership abilities</p> <p>Team working, ability to contribute to business agenda and understand the agenda beyond operational delivery</p> <p>High level analytical skills, ability to interpret complex data and to make appropriate decisions based on statistical analysis.</p> <p>Problem solving skills with ability to act on decision.</p> <p>Ability to write reports and present, complex ideas and information to disparate groups including staff.</p> <p>Ability to motivate, performance manage and develop teams and individuals</p> <p>Ability to build alliances and work closely with partners and commissioners to achieve results.</p> <p>Open and democratic style</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

	Decision maker, with ability to adapt decision making to meet needs of situation.	E
	Ability to work independently on own initiative to meet broad objectives	E
	High level of planning and organisation skills	E
	ICT literate, including ability to analyse and manipulate data	E
Knowledge and Experience	Experience of supervision and management of operational services, providing knowledge of: <ul style="list-style-type: none"> • Delivery of high quality customer services • Analysis and deployment of resource to match demand • Operational performance management • Emergency and contingency planning • Risk management • Good HR practice 	E
	Experience of financial and budget management	E
Personal Attributes	Flexible and highly motivated	E
	Project a professional image	E
	Encourages innovative thinking in others	E
	Demonstrates resilience, confidence and self belief under pressure	E
	Ability to work under pressure and meet deadlines	E
	Has personal integrity	E