



Job Title: Service Delivery Coordinator
 Reporting to: Operations Manager
 Direct Reports: 2

Job Band: Band 5
 Size of Team: 120-160

The co-ordination of the Regional ambulance control/administration centre, ensuring the running of the service is safe, efficient, effective, economical and done so in a compliant manner. To maintain a crew rota and dispatch ambulance crews to fulfil customer requirements.

Key Responsibilities

- Maintain and run an effective rota system to suit service need and ensure a seamless planning cycle for rota gaps caused by sickness, annual leave or vacancy shortages
- Ensure all service activity is covered with an appropriate crew, and carried out within SJA policies and procedures
- Liaise with the garage/fleet lead to ensure all vehicle faults that are reported receive action to rectify the fault
- Supervise those providing administrative support to the function
- Provide governance over the service's paperwork, ensuring a seamless audit trail
- Assist in maintaining the service's Care Quality Commission compliance
- Review stock levels with the garage lead and liaise with the Procurement Administrator to place orders to ensure that there are sufficient levels to meet the demands of the customer
- Gather information against set key performance indicators, producing written and electronic information for the RASM as required
- Respond to ad-hoc requests for service delivery, including short notice tasking, ensuring that service assets are utilised for maximum efficiency and commercial gain
- Highlight to the Operations Manager when financial targets are not going to be achieved
- Participate in the 24 hour on-call management rota, providing silver level management support and attendance when required to issues and incidents out of regular operating hours
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Need to travel



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Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) inc Maths & English		✓
Current St John Ambulance Emergency Ambulance Attendant qualification or equivalent		
IHCD D1 and D2 driving qualifications or equivalent		
Experience		
Experience of service delivery to health care organisations		
Experience of working in a customer service facing role		
Experience of crewing rotas and collecting data for invoicing		
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Excellent customer service skills and ability to deal with enquiries, queries and complaints	✓	
Excellent verbal, written and personal communication skills	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 23/04/2014