

## **Recruitment Pack**

### **Call Handling Team Lead**

37.5 hours – 1 FTE

Permanent

Closing date for applications: Thursday 9<sup>th</sup> December 09.00 am

Dear Candidate,

I am delighted that you have shown interest in joining our team.

Our Reception teams are undergoing huge changes in preparing to become the most effective, quality, service-driven teams they have ever been. As part of this mission, we're now looking to recruit a motivated Team Lead for our call handling function.

Our call handling team is a busy, multifaceted team answering calls to our 38,000+ patients every day. Your team will be the first port of call for answering patient queries and successfully signposting patients to online services. Our call handlers are administrators for appointment bookings, maintaining accurate patient records, and actioning daily tasks on our clinical systems. Working to call and waiting time targets, you'll be the driver of KPI delivery in a team who have evolved from front desk, administration and generalist backgrounds.

Change management, process implementation and service improvement will all be evidenced in your experience and background. You'll be an energised people manager; ready to face the daily challenges arising in your diverse team. You'll love to coach and train new employees, adopting the strategies implemented by our Patient Services Management team, whilst developing new ideas of your own.

You should have at least 3 years' experience in a supervisory or managerial role within a call centre, or dedicated call handling team, with prior experience of working as a Call Handler yourself. You'll be comfortable working with data, collating information, analysis, and compiling reports. Managing Key Performance Indicators will be familiar to you and you'll know how to motivate your team to achieve the best results.

This is a full-time role, worked across 4 days with Wednesday as a non-working day. You'll predominantly be based at St Lukes Surgery but there will be some requirement to travel across sites for management meetings, training, and absence cover.

Our Call Handling team is an integral function within the Partnership. You should be ready to hit the ground running and work with your team to drive quality and results from day one. If this is you, we would really like to meet.

### **To apply**

- Provide an up to date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Indicate your availability for the interview date
- Applications are to be e-mailed to [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)
- Applications must be received by 09.00 am on Thursday 9<sup>th</sup> December
- Interviews will be held on the 16<sup>th</sup> December

We look forward to hearing from you.

*Dave Barclay*

**Managing Partner (Non-clinical)**

## About Living Well

### Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

### Our reach

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 10 GP Partners, as well as 18 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

### Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

### Next generation

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

### Come and join us

We are looking for an outstanding team lead who want to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills and we welcome part-time agile working.

Come and talk to us, come and see what we are doing, come and join us.

### Job description & person specification

<b>Job Title:</b>	Team Lead – Call Handlers
<b>Department:</b>	Patient Services
<b>Reports to:</b>	Deputy Patient Services Manager
<b>Salary:</b>	£13.00 - £14.00 PH / £25,419 – £27,375 PA
<b>FTE:</b>	1.0 FTE / 37.5 hours per week over 4 days
<b>Responsible for:</b>	Call Handlers [7-10 FTE]
<b>Location of work:</b>	St Luke’s Surgery, Hedge End (with travel to other sites as needed)

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#### Overall Aim

The Team Lead for the Call Handlers is responsible for the delivery of a professional, efficient and effective call handling service. The team lead will manage real time actions and long-term planning to ensure that we provide a responsive service to our patients. The team lead will coach, train and support the team to effectively respond to calls, maintain protocols and work collaboratively with all teams involved in patient contact and communications to give patients the best possible service.

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#### Key Responsibilities

##### 1. Patient Services – Call Handling

- Own the delivery of call handling KPIs and attain the highest levels of patient satisfaction from patient contacts with the team.
- Develop and maintain a robust understanding of call handling activity and take responsibility for providing real-time, daily, weekly, monthly visibility of service performance. Analyse trends and abnormal events and provide a comprehensive narrative with recommendations, including tracking the impact of implemented process changes.
- Manage and be accountable for real-time adjustments to workload and activities, prioritising to achieve objectives.
- Ensure telephone communications are effective, appropriate and courteous and dealt with in line with documented processes.
- Report service affecting incidents to the Deputy Patient Services Manager and lead on resolution as appropriate.
- Take responsibility for and provide a real-time response to patient complaints received verbally, reducing written complaints and effectively applying the Partnerships Complaints Policy.
- Investigate record and identify learnings from significant events related to Call Handlers, in line with the Significant Event Policy.
- Implement and deliver a framework of continuous improvement and learning from events.

- Work with other team managers to make best use of off peak times of day to complete other patient tasks, including but not limited to calling patients to book appointments, in line with documented processes.

## **2. HR Focus**

- Line manage the call handling team, utilising strong leadership skills to inspire staff and cultivate a culture of pro-active thinking, ownership, accountability and collaboration to achieve an excellent service for patients.
- Be responsible for the resource schedule for the team, including recruitment, on-boarding, absence management (planned / unplanned) and supporting staff to perform to the level required. When necessary, provide cover for the call handling team.
- Effectively implement LWP's continuous performance management (CPM) process, including probation reviews, 1-2-1's, appraisals, team meetings and capability / disciplinary processes where appropriate, in line with agreed protocols. Document, follow up on and take ownership of agreed actions and next steps.
- Ensure the effective cascade of communication to the whole team through multiple avenues including verbal, email, in-house systems and other appropriate communication channels.
- Use team input and own initiative to ensure attendance and retention targets are achieved.
- Create, implement and deliver training and development plans and ensure they are maintained for all team members.

## **3. Compliance**

- Ensure that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data and consent to share information.
- Ensure IT is being used effectively and consistently to support the call handling function and oversee local training for new IT applications.
- Support the team in the use and local maintenance of IT systems, including communication systems, ensuring all employees are competent and confident in the use of such systems.
- Participate in any training required including mandatory updates/refresher training.
- Support the Partnership in the preparation of areas of focus for CQC or other external inspections.
- Undertake regular audits of individual and team performance including requirements for Information Governance, Security, IT, CCG, NHS England and CQC.
- Develop, implement and maintain a suite of protocols and processes to equip new starters and assess competencies of staff.
- Report IT or facilities issues via the internal notification system or liaise with Health Care IT support as required.
- Promote and maintain own and others' health, safety and security as defined in the Partnership's Health & Safety Policy.
- Promote and help to enhance the reputation of Living Well Partnership in accordance with policies and procedures, promoting good relations with patients and other health care professionals.

#### **4. Other Duties**

- Act as a representative of the organisation.
- Participate, lead or support with various Patient Service projects and initiatives as required by the business.

#### **Key Results**

1. Manage resource and skills to achieve call handling Key Performance Indicators [Improve Access]
2. Continuous reduction in complaints and significant events related to call handling [Patient Experience]
3. Continuous improvement and achievement of high patient satisfaction with call handling services [Patient Experience]
4. Achieve high levels of team engagement and satisfaction [People Engagement]

The Partnership reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the job.

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## Person specification

Essential/ Desirable

	Essential	Desirable
<b>Experience &amp; qualifications</b>	<ul style="list-style-type: none"> <li>Evidenced experience of working as a call handling team lead (e.g. &gt;3 years+)</li> <li>Evidenced people and performance management experience</li> <li>Experience in a customer service environment</li> <li>Experience of handling complaints and feedback</li> <li>Experience of extracting, analysing, compiling and presenting data e.g., trends, patterns and reporting</li> </ul>	<ul style="list-style-type: none"> <li>Demonstration of ongoing professional development</li> <li>Experience of employee training and on boarding</li> <li>Evidence of formal customer service training or qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Knowledge of customer service key performance indicators</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of healthcare signposting / pathway options available to patients.</li> <li>Knowledge of General Practice clinical systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Excellent interpersonal skills with staff and patients, adapting communication style as needed</li> <li>Excellent listening skills and ability to ask open questions to understand staff and patient needs</li> <li>Ability to articulate important information clearly and concisely and accurately, in line with policies and procedures</li> <li>Ability to manage changing priorities in a calm, confident and consistent manner</li> <li>Ability to problem solve and to confidently make independent decisions, escalating to line manager when appropriate</li> <li>Ability to provide excellent attention to detail in all tasks</li> <li>Ability to use a variety of different computer systems confidently</li> <li>Strong coaching and people-development skills through leadership, shadowing and quality feedback</li> </ul>	<ul style="list-style-type: none"> <li>Ability to deal with demanding patients and defuse difficult situations</li> </ul>
<b>Personal style and behaviour</b>	<ul style="list-style-type: none"> <li>Treats others with respect and dignity</li> </ul>	<ul style="list-style-type: none"> <li>Ability to be creative as well as</li> </ul>

	<ul style="list-style-type: none"> <li>• Pleasant, welcoming and friendly manner, ensuring that everyone feels they have been acknowledged, heard and understood</li> <li>• Takes ownership and accountability for the quality of work delivered and appropriately resolves or escalates issues</li> <li>• Reliable and flexible to ensure an effective call handling function</li> <li>• Contributes to building a positive culture.</li> </ul>	<p>reactive or methodical</p>
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <li>• Understanding of the importance of patient confidentiality and the requirement to work in accordance with GDPR regulations</li> <li>• Smart and professional appearance</li> </ul>	



### Salary & remuneration

<b>Position</b>	Call Handling Team Lead
<b>Normal Work location</b>	St Luke's Surgery, Hedge End
<b>Remuneration</b>	£25,419 – £27,375 PA
<b>Hours of work</b>	Full Time 37.5 hours over 4 days per week Wednesday is a non-working day
<b>Annual Leave</b>	25 days per annum plus bank holidays, pro rata.
<b>Pension</b>	NHS pension scheme – 14.38% employer contributions

### Key Dates

<b>Closing date for completed applications</b>	09.00 am – Thursday 9 <sup>th</sup> December
<b>First Interview</b>	16 <sup>th</sup> December
<b>Second Interview</b>	TBC

If you have any queries please contact the recruitment team on [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)