



Service Support Manager

066455

Job Pack

August 2021



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Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this role. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Interim Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values I would be delighted to hear from you and welcome your application.

Pauline Docherty
Interim Director of Workforce, NHS 24

Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Our Services

Delivery of safe, effective and person centred care to the people of Scotland is the absolute priority for NHS 24. Our services are delivered across a range of channels including telephone, online, web chat, text, email and social media, on a 'Once for Scotland' basis to complement the face to face delivery of NHS Scotland's health and care services. Key services include the telephone triage service 111, our national health and care information service NHS inform, the Mental Health Hub, Breathing Space, Care Information Scotland and, more recently, providing an Urgent Care support service to the citizens of Scotland.

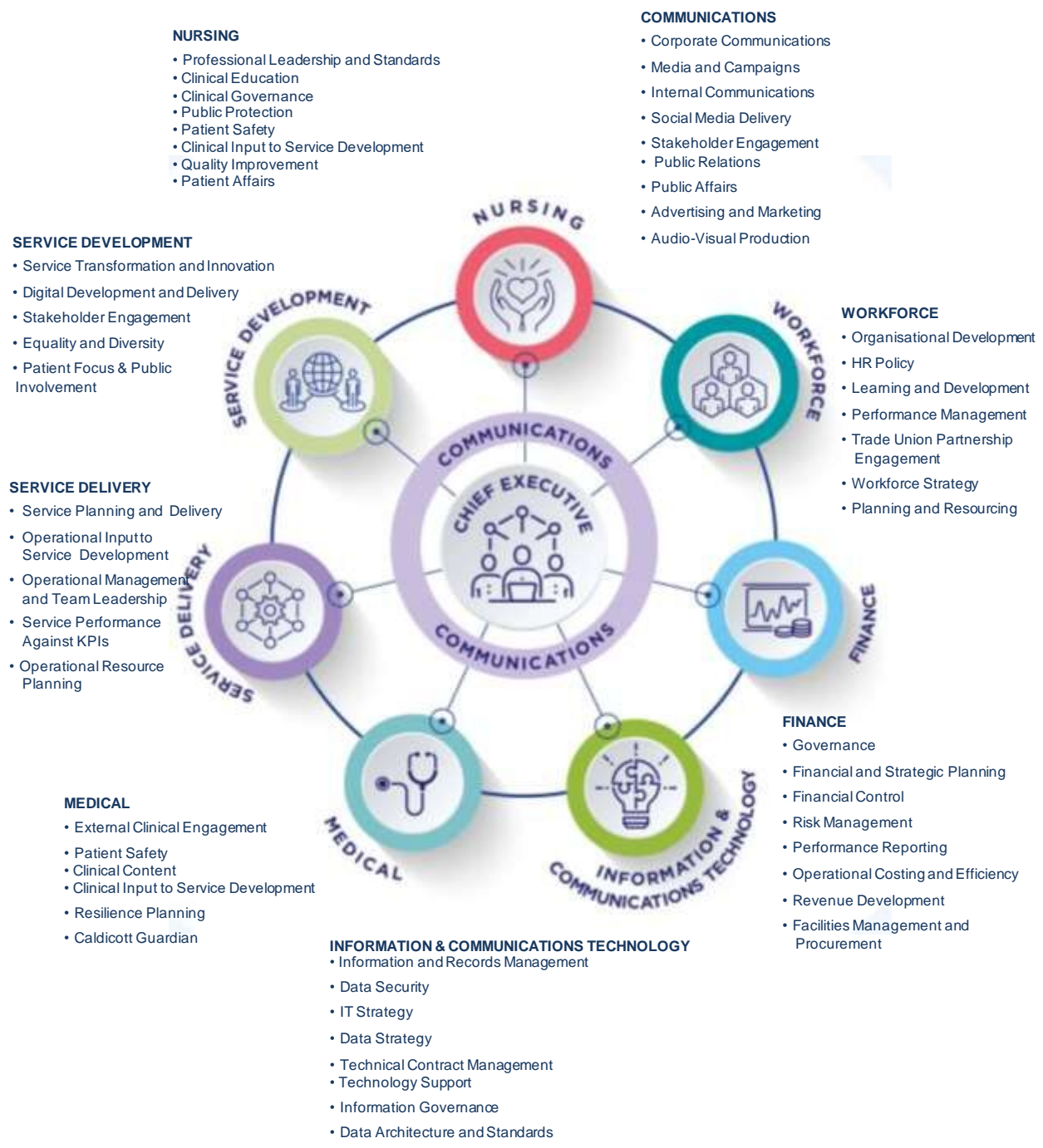
Our services are delivered by multi-disciplinary teams, which include a range of clinical and non-clinical skills sets, including nurses, pharmacists, physiotherapists, call handlers (all operate under clinical supervision), health information advisors and mental health counsellors.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective digital and telephone based-health and care services.

For example:

- NHS 24 is the national provider of a range of digital and telephone services including 111, NHS inform and Breathing Space.
- Working with partners across the health and care sector, NHS 24 provides health and social care information and access to urgent and out of hours care for people across Scotland via a range of channels including telephone, website and webchat.
- In response to COVID-19, NHS 24 has utilised its national telephony and digital capability to support a national 24/7 COVID-19 pathway, provided through a 24/7 111 service that focuses on COVID patients only in the in hours period and supported by a non-clinical special 0800 helpline and the use of digital assets including NHS inform.
- In the first 11 months of 2019/20 (excluding March 2020 COVID-19 related activity), NHS 24 recorded a call demand of 1.4m calls to 111. In the same period, demand to the new Mental Health Hub service, accessed via 111, was 22,653.
- Throughout 2019/20, visits to NHS inform online averaged 4.4 million per month, however this has grown rapidly during the pandemic to over 2 million visits per week.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.

Our Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. However recent national changes to Urgent Care pathway now means demand from 111 service has increased across both the in and out of hours periods. Weekends continue to be our busiest time of the week.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Our Centres

We have seven regional centres, four in the West, two in the East and one in the North of Scotland. We also have a number of local centres located across Scotland.

This post will be based at our new Dundee city centre Regional Centre.

Pending confirmation of our Dundee location, below is an internal photograph of the recently opened Lumina Building, located at Hillington, south of Glasgow.



As soon as we are able, we will share the exact location of our new Dundee Regional Centre, which is a 5 minute walk from the railway station.

The Role

Service Support Manager

This role will be to manage a small team of staff who will provide support to services within an NHS 24 contact centre environment, to ensure the service provided by the centre meets NHS 24 goals. As a Service Support Manager, you and your team will be the first line of contact supporting your NHS 24 colleagues to ensure the delivery of effective and appropriate care is being provided at all times.

The post holder will provide expert advice and leadership on a number of areas supporting the smooth running of each NHS24 site. This includes the management of Adverse Incident Reporting, leading on Health & Safety, Facilities Management and Procurement. Whilst managing the Service Support Team in the form of recruitment, development, performance and attendance.

Skills

The successful candidate should be able to demonstrate that they possess the skills and abilities necessary to effectively fulfil the role, which includes experience of fault and facilities management, as well as procurement.

Guidance and training of role requirements will be delivered to equip the successful candidate with the necessary knowledge of NHS 24 it's service level agreements and general workload of this area, to enable effective prioritisation and delegation of tasks.

Due to the nature of our service the role can be fast moving so the skill and ability to be adaptable to change is important. You should also have the confidence to communicate effectively with your NHS 24 colleagues, key partner stakeholders and visitors to the building.

Experience

Experience of managing and co-ordinating the support functions within a contact centre environment whilst adhering to Health and Safety requirements.

Experience of working closely with Operations, Estates and External Contractors to plan, develop and maintain changes to centre layout, including changes to fabric and fittings of NHS24 contact centres.

An experienced manager with strong leadership qualities with a strong focus on coaching and development of staff.

Experience of joint working with Third Party suppliers and service providers to resolve national service impacting technical, operational and environmental issues in accordance with service level agreements

You should also have excellent experience and knowledge of an IT or technical fault reporting system, preferably within a contact centre or similar environment.

Working patterns

The 37.5 hour post involves shift working covering five out of seven days per week. At this time we provide a service between 8am and 8pm Monday to Friday. This post will also require weekend working and public holiday working. The working pattern can change, although, sufficient notice would be provided.

This Opportunity

Job Reference:	066455
Position Title:	Service Support Manager
Hours:	37.5 hours/week
Location:	Dundee
Band:	Band 6
Job Type:	Permanent
Salary:	£33,072 - £40,736 per annum and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

LOOKING FOR A NEW CHALLENGE WITHIN THE NHS?

This vacancy provides an exciting opportunity to lead the Service Support Team. The successful candidate will carry out a very important role within NHS 24 and can expect a variety operational role, including managing relationships with key stakeholders and suppliers to managing and auditing technical fault reporting, facilities management and health and safety reporting to ensure NHS 24 continues to remain fully operational 24hrs, 7 days a week, 365 days a year

As the service has evolved we are continually looking at best practise and improvement, The successful candidate can expect to work closely with colleagues to continually review and implement new processes to deliver best practice at all times

WHO ARE WE LOOKING FOR?

As a Service Support Manager, you manage a team but also work closely with peers located across the NHS 24 estate. You will need to be adaptable as the role involves different areas of working and each day can be different.

This role requires excellent leadership skills and the successful candidate should be flexible and to be able to fulfil shift patterns.

TRAINING

Your Induction will provide an initial welcome to NHS 24.

Training will be provided on site by your line manager and will be incorporated into your commencement with NHS 24.

Your line manager will discuss how best to support your ongoing development.

BENEFITS

NHS 24 offers a complete benefits package, on Band 6 £33,072 - £40,736. Placement on salary scale and annual leave entitlement is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working during out of hours period
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

Job Description

Job Title: Service Support Manager
Reporting To: Head of Clinical Services
Department(s)/Location: Service Delivery
Job Reference number (coded):

1. JOB PURPOSE

To provide daily leadership of the service support functions within an NHS 24 contact centre to ensure that the service provided by the centre fulfils the NHS 24 goals.

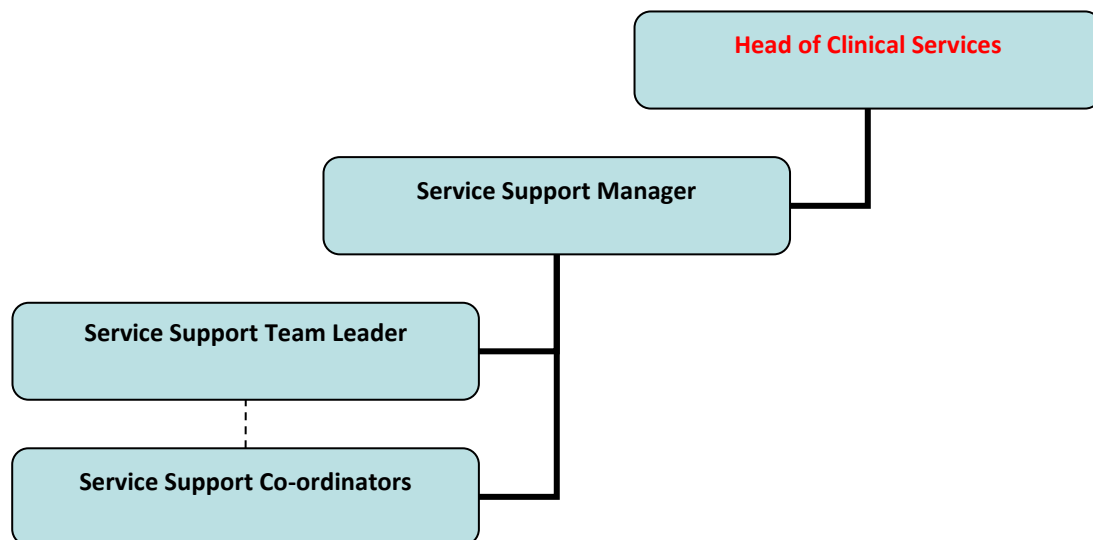
The post holder will provide expert advise and leadership on a number of areas supporting the smooth running of each NHS24 site. This includes the management of Adverse Incident Reporting, leading on Health & Safety, Facilities Management and Procurement. Sharing specialist knowledge and coaching other managers in an NHS 24 contact centre on contact centre leading practice.

The Service Support Manager will manage Facility Contracts specific to a local NHS 24 Contact Centre ensuring they are in line with the organisation 'best value commitments' and that they are fulfilling NHS 24 requirements and contractual obligations.

Manage the Service Support Team in the form or Recruitment, Development, Performance and Attendance.

To act as a role model for NHS 24 values, provide the environment, structure and leadership to ensure that the contact centre is patient focused and is performing to the standards of leading practice.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

The NHS 24 is a national service, which operates from 4 contact centres and 9 local sites with headquarters in the Cardonald Centre.

NHS 24 is a 24 hour, 365 days per year service. The Service Support Manager will work flexible hours, from time to time travel to, and work from other contact centres.

The role of Service Support Manager is required to work predominantly within an assigned NHS 24 contact Centre and its wide range in terms of the diversity of the role and the relationships with internal and external business partners.

The Service Support Manager performs an influential role in the management and development of the Service Support Service, adding value as subject matter expert at all levels and across a number of directorates.

The function of the Service Support Manager is to provide first class, professional support within an NHS 24 contact centre ensuring that internal and external requests are facilitated to the highest standards within NHS guidelines and procedures. This will include:

- Management of Adverse Incidents (AIRS)
- Lead and deliver H&S strategy and safe systems of work
- First point of contact for technology support and reporting
- Soft Facilities Management for each site
- Clearly defined Hard Services
- Progressing operational changes
- General administration to the Service Delivery directorate.

As H&S Lead for each NHS24 site the post holder is responsible for interpreting national policy in addition, the delivery of safe systems of work. They will liaise closely with H&S Specialist from SAS and other NHS Health boards.

Responsible for the effective and efficient facilities management of a NHS 24 contact Centre, each centre employing up to 1000+. NHS 24 staff with some centres hosting other NHS Services e.g. Scottish Ambulance Service, Breathing Space, Living Life Teams

To line manage a team up to 10 support staff, the post holder is responsible for recruitment, performance development, attendance and management of conduct.

Leading on staff engagement initiatives with health, wellbeing and staff values being given specific attention.

Liaising with Senior Management, outside organisations and contractors to ensure a robust and efficient support function is delivered to each NHS24 centre.

To ensure compliance with the Freedom of Information and patient confidentiality in accordance with Caldecott Guidelines, Clinical Governance and new Data Protection Guidelines.

Budget authorisation of up to £10K. With responsibility for the management of cash handling up to £2k.

The overall scope of this role is wide and varied and in addition to the above areas, there is significant involvement in various operational tasks and projects. There is a requirement to continually look at ways of developing and improving services provided by the Service Support Function.

4. MAIN DUTIES/RESPONSIBILITIES

- Manage and co-ordinate the support functions within a NHS 24 contact centre. Specifically the reporting of Adverse Incidents which include the management and escalations of Business critical services e.g. Partner/GP Rotas, Facilities, Technical and Operational issues.
- Responsible for the design, development, management and administration of core software systems to effectively manage the wide scope of support provided across multiple sites. e.g. AIR Database, Call Download Process.
- Liaise with BT Service Desk, working with Technology Teams and external contractors to ensure the Service Delivery Directorate receive the relevant information and support to deliver frontline NHS 24 services.
- Develop Processes and Guidelines to ensure NHS 24 frontline equipment and systems are routinely assessed and verified as fit for purpose reducing the risk of operational failure. This will include computer hardware, telephone systems, voice recording systems and workstations, as well as the contact centre environment.
- Ensure the contact centre complies with current Health & Safety regulations, interpreting National Policy for a NHS 24 contact centre. This will include management of DSE Workplace Regulations within each centre, sourcing expert advice and purchasing specialised DSE workstation equipment.
- As Deputy Nominated Officer of Fire (DNOF) the Service Support Manager will design, implement, maintain safe and effective fire plans along with the necessary staff training on Fire Safety Procedures for each sites they are responsible.
- Conducting Risk Assessments and maintaining adequate Health & Safety records for audit purpose. Responsible for the recording and Investigation of all incidents, accidents and near misses that occur within the contact centre and/or NHS24 grounds. Take corrective/remedial action and report to appropriate Health & Safety bodies.
- Work closely with Operations, Building Estates and External Contractors to plan and develop environmental changes to layout, fabric and fittings of NHS24 contact centres. Maximising effectiveness and efficiency of the centre in adherence with Workplace (Health, Safety and Welfare) Regulations 1992.
- Taking a lead role on defined hard FM responsibilities i.e. ensuring contractors comply to H&S guidelines, their site inductions are carried out, risk assessments / method statements are available prior to works, assessing impact to service and communicating this to managers of service. e.g. Environmental cooling systems, UPS, Regulatory Electrical testing.
- Understand operational needs and using judgement and experience to determine if Change Request Process has to be implemented for additional software and equipment e.g. Telephony, LAN, WAN, Movement of equipment, Operating Systems and Hardware ensuring appropriate needs analysis and budget sign off is in place. Follow up and manage the delivery of this in adherence to timescales.

- Manage soft services contracts, which include housekeeping, vending, water supplies to provide a safe, healthy and environmentally friendly workplace. Carry out inspections and audits to ensure contractors meet agreed SLA's
- Design and manage the Service Support Team process for generating the creation of individual AD User accounts for new staff, ensuring the appropriate applications, permissions and validations are granted in accordance with grade and skill set.
- Identify opportunities for systematic improvements and support actions in collaboration with Head of Clinical Services, Clinical Service Managers and Senior Charge Nurses, assisting in the design and implementation of performance improvement initiatives e.g. Better Working, Better Care.
- Recruit and manage the personal development of the Service Support Team by identifying training and coaching needs, ensuring that performance plans are in place, that training and coaching is available and taking place through personal development and mentoring where relevant. Ensure that all direct reports have regular 1:2:1 meetings
- Monitor staff attendance, managing resource, conduct, HR and payroll related issues if/when necessary.
- Supporting staff when they are dealing with emotional or conflicting situations e.g. Listening or downloading emotional and difficult calls.
- Implement effective rota patterns for Service Support Teams and adjusting these to compliment peak Service Delivery demands i.e. Festive and Easter Rotas'. Public Holidays.
- Financial authorisation up to £10k.
- Responsible for petty cash process and other staff related initiatives whereby cash sums have to be securely managed e.g. Festive funds of up to £2k, Staff Funds, Charity Fund raising events.

5. SYSTEMS AND EQUIPMENT

- Adverse Incident database (AIR.)
- Service Delivery Applications i.e. Administration of Sugar and the management of network folder access.
- Workstation Readiness i.e. PC's, phones, headsets, accessories etc.
- PECOS – Authoriser of expenditure related to Facilities and equipment.
- Petty Cash and staff cash.
- BT Remedy Database
- Management of various operational databases i.e. Team Lists, Call Reviews etc.
- Microsoft office systems – Outlook, Word, Excel, Power point
- Conference devices i.e. video conferencing, BT Meet Me
- Maintenance of UPS and Aircon Units within Comms Room.
- Contact centre office equipment – Fax machine, printing devices, CCTV, laptops and projectors.

- Cardax Security – managing and creating secure access passes for staff and visitors

Room Bookings / Facilities for internal and external staff Contact Centre Facilities.

6. DECISIONS AND JUDGEMENTS

- This role will report directly into the Head of Clinical Services, however, the post holder will work autonomously for all functions within the Service Support Team remit and will be accountable for driving these services forward.
- Prioritisation of a wide scope of work. Making decisions on escalation of Adverse Incidents taking into account the risks involved to employee and to patient safety.
- First point of contact for all internal and external contractors making decisions on changes, upgrades, costs etc for facilities, judging the risks involved with any change.
- Manage existing Facilities contract carrying out regular audit reviews ensuring cost matches service received, make decision on changes where appropriate
- First point of contact for accident reporting. Making decision on the priority and the appropriateness of escalation and any effective mitigation.
- Manage the procurement of Stationary, office equipment and Specialist DSE equipment ensuring best value.
- Overseeing the appropriate management of petty cash and staff funds.
- Escalation of HR / disciplinary related issues.

7. COMMUNICATIONS AND RELATIONSHIPS

- Communicate with a range of people, groups and skill sets on various issues relating to the smooth operation of the regional, local and remote contact centres. This will include the NHS 24 Board and Executive team, senior management, frontline managers, IT and Support personnel, frontline staff and external contractors.
- The post holder is required to have highly developed communication skills, as they will be required to develop positive and proactive working relationships. The post holder will be required to engage positively with external service providers to negotiate on behalf of the organisation. This might be a contentious situation whereby there are different views/opinions e.g. a disagreement about technical issues/timescales for resolution or the quality of service provided by the contractor.
- The post-holder will be required to adjust their communication method to the target audience to overcome potential barriers to understanding. This could range from discussing complex technical issues with non-technical managers to allow decisions to be made on behalf of the organisation, to developing and running information campaigns promoting health and wellbeing to NHS24 staff.
- The post-holder will seek to improve the communication skills within the Service Support Team to maintain effective communication standards.
- The post-holder will be required to keep up to date with legislation, policies and procedures, including Data Protection and Health & Safety related legislation, to ensure that accurate and complete records are kept and held appropriately. The post-holder will be required to

form close working relationships with appropriate consultants to maintain their knowledge of these areas.

- Explain the rationale or decision in spending money in one area as opposed to another in regards to the environment, fixtures and furnishings

Internal

- Service Delivery Operational Managers
- Contact Centre Specialists
- Technology Manager/Team
- Information Service Manager/Team
- National Pharmacy Advisor
- Clinical Service Managers
- Senior Charge Nurses (Senior Charge Nurse)
- Contact Centre Support Staff
- Contact Centre Front Line Staff (Nurse Advisor, HIA, Call Handler)
- Human Resources
- Training Department
- Clinical Governance & Quality Team

External

- Help desk providers (technical and facilities)
- Building and Estates teams
- Hard and Soft facilities contractors
- Other NHS Organisations and Health Boards e.g. SAS.

8. PHYSICAL DEMANDS OF THE JOB

Physical Effort

- Moving Contact Centre Equipment i.e. Video Conference Unit, TV & Video, Overhead Projectors etc. as required to support contact centre events, this could be a daily request during times of high staff induction intake.
- Lifting and bending – putting weekly stationery deliveries and supplies in appropriate place (max weight 5 Kg).
- Reasonable levels of agility to access desktops, cabling and electrical appliances stored under desks or placed out of reach (to avoid hazards)

Mental Effort

- Multi-tasking due to managing a wide range of areas within NHS 24.
- Being a point of contact for front line staff means constant interruptions

- Working under pressure due to fast changing priorities whilst maintaining a high level of concentration for the service being delivered.

Emotional Effort

- Deal with issues in relation to staff which can be relating to emotional or distressing circumstances, for example when handling staff discipline and grievance matters.
- Exposure to highly distressing content such as child abuse/domestic violence/death, when undertaking the call download process. Likewise when reading to redact such content to ensure no patient identifiable information is not visible on information being sent to Third Parties.

Working Conditions

- Using VDU regularly on each working day.
- Shift work and working irregular hours.
- Travelling between contact centres and local sites for staffing coverage and Workplace Inspections.
- Exposure to unpleasant working conditions (blocked drains/toilets) & some hazards conditions (exposed cabling)

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Responsible for a wide array of applications, processes and systems
- Prioritisation of workload
- Time management
- Managing expectations of internal and external customers
- Adverse Incident Reporting ensuring the appropriate escalation process is being followed at all times
- Multi-tasking
- Fast moving environment
- Balancing needs of different members of staff to ensure positive outcome for all
- Service Support Team Morale and contribution to maintaining contact centre staff morale

10. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential

- NVQ Level 3 – Occupational Health and Safety Qualification required
- Minimum 5 years of highly developed call centre and general customer relationship management experience including building and implementing new operations and handling non-standard call handling profiles.
- Minimum 5 years team management experience, demonstrating effective mentoring and coaching skills and the ability to plan and delegate.
- In depth experience of managing staff and operations in a centralised customer contact centre employing 500+ operators.
- Experience of effectively working with individuals from different work and life culture environments.
- Proven results-orientated track record and minimum 5 years relevant significant experience in fast moving/changing environment.

- Excellent communicator and motivator and able to develop people.
- Good operational analytical skills – numerate and literate.
- Credibility at all levels – communicating and negotiating at all levels within and outwith the contact centre.
- Experience of using office software applications.
- Knowledge of HR systems and general staff management.

Desirable

- Management experience in NHS or public sector
- Experience in patient-focused environment
- Experience of working in or with an 'in house' Fault desk department/operation.
- Facility Management experience

Training Required

The necessary training to carry out the role of Service Support Manager is expected to take approximately twelve months before reaching a competent level.

Recruitment

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Short listing** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team by email recruitment24@nhs24.scot.nhs.uk

GENERAL:

Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

Working Time Directive:

Where you choose to combine working with NHS 24 and another employer, please note that NHS 24 complies with the Working Time Directive regulations of staff working no more than 48 hours per week on average across all employments with appropriate rest breaks between shifts.

APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Wednesday 8th September 2021**.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

*Candidates submitted via Recruitment Agencies will not be considered for this post.