



Job Title	First Line Manager
Contract Type:	Permanent
Salary	£42,000 p/a
Head Office	Edgware, Greater London
Reports to	Shift Manager
Responsible to	Head of Operations

1. Job Purpose:

The first line managers will support the Shift managers to contribute to the safe, timely, effective, and professional running of the operational team.

To manage a group of ambulance crews, ensuring that they conduct their roles according to the company policies and guidelines.

To respond to day-to-day problems and complaints in a professional and effective manner.

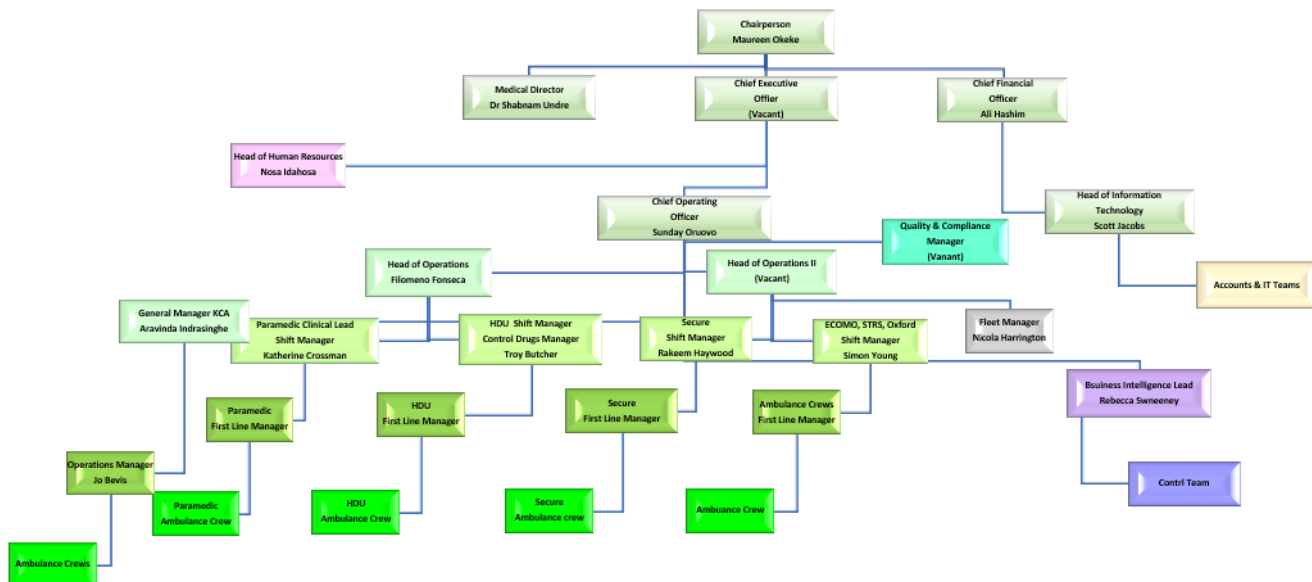
The First Manager role has responsibility for the provision of leadership and management of the immediate operational road staff.

The post-holder is accountable to the Shift Managers and responsible for the daily management of the They will be responsible for leading a large multi-disciplinary diverse group of staff, nurturing the staff group, to help them develop their knowledge and skills to deliver a first-class patient transport service in line with our values of **Safety, Comfort and Care**.

2. Key Working Relationships:

Internal	External
CEF, CFO & MD	Senior Management with NHS Trusts
Chief Operating Officer	Clinical Teams with the Trust
Head of Operations	CQC, Compliance and Business links, HSE and other Regulatory Bodies
Head of Human Resources	PAL's and Trust Transport Team
Quality & Compliance Manager	Patient's carers or relatives
Business Intelligence Team	Nursing/Care home staff
Control, IT & Accounts Team	Emergency services
Training & Compliance Team	NHS Trust Hospitals
Fleet Manager	Health watch; PALS, Client Teams within Trusts
Support Services	External sub-contractors

3. Structure:



4. Main duties, responsibilities, and results areas:

- To supervise the transport team, ensuring that they conduct their role according to the company policies and procedures.
- Conduct debriefs which include daily vehicle checks with each member of staff at the start and end of their shift.
- Ensuring all staff have attended and are up to date with relevant training for their role.
- Ensure in conjunction with control the correct staffing levels are always maintained to deliver quality of service in line with service level agreements with the various NHS Trust. This includes our internal Rota / shift patterns management.
- Ensure return to work/ sickness management process is followed in a timely manner as per the company policy.
- To ensure that supervision and induction notes are maintained, and every driver has an up-to-date appraisal and PDP in place.
- To ensure that the team are booked within the shift start time requirements, minimising any unnecessary downtime within the shift.
- In the event of short notice losses of crews or vehicles, work with the shift manager and crews to adjust the planned work onto the remaining resources.
- In the event of staff shortages, you may be deployed at short notice to support the operation.
- To investigate and deal with complaints effectively, escalating to the Shift Manager as appropriate.
- Identify and report any issues to the Shift Manager which compromise the delivery of the transport service.
- To ensure that databases and information systems are maintained with up-to-date accurate information, most importantly will be the maintenance of Cleric housekeeping.
- To deal with telephone or face-to-face enquiries in an empathetic and productive manner, taking appropriate action to ensure high customer satisfaction.



- Have an awareness of operational procedures to aid consistent decision making.
- To conduct audits and report on the outcomes.
- To monitor supplies and order additional stock, as necessary.
- Undertake local induction training for new staff.
- Maintain Company disciplinary processes, this will include staff line management and incident investigation.
- Managing the ambulance crew effectively, identifying all learning needs of staff through appraisal and performance reviews and setting training and development plans to fill those needs.
- Develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.

Financial Management:

- Ensure staff hours are recorded accurately to ensure pay does not suffer unnecessary financial hardship due to errors links to incorrect hours recorded in their timesheets for payroll.
- Ensure hours are recorded correctly with a view to minimizing errors that could be financially detrimental to both staff and Company and where possible/applicable prevent fraud.
- Ensure that the company funds are effectively used, represent value for money and can withstand public scrutiny.
- Support the shift manager to manage and monitor performance so that the service both meets its financial and operating performance targets.

Leadership:

- Motivate and develop staff and co-ordinate the education and training requirements of the team in line with the objectives of any staff development initiatives either internally or externally.
- To lead the scheduled appraisal of all team members in line with company policy and have a regularly updated Personal Development Plan.
- Support in designing driving staff rota that supports effective patient transport service.
- Ensure staff absence policy is adhered to and management of any non-compliance in line with company policy.
- Ensure the contributions and perspectives of all staff are heard, valued and to influence management decision making.
- Ensure that any direct reports undergo an annual appraisal and have access to regular 1:1s to support their development.

Communication and Stakeholder Involvement:

Ensures all aspects of staff management are delivered in accordance with relevant company policies and procedures.

- Works in partnership with external stakeholders to ensure the operational team are informed of any developments and changes that are likely to impact in service delivery and patient expectations.
- Ensures that effective two-way communication is established and maintained through the Operational team.

5. Working conditions

Criteria	Description
----------	-------------

Physical	<p>The post holder is occasionally exposed to episodes of light exertion, for example, whilst moving and handling equipment.</p> <p>Standard keyboard skills required.</p> <p>The post holder may occasionally be required to lift, push, and pull objects, using trolleys in accordance with company manual handling guidance.</p> <p>The post holder will be required to travel between the Trust sites.</p> <p>There are frequent times they will be required to sit, stand, or walk.</p>
Emotional	<p>The post holder will be more than likely exposed, more than once a month, to circumstances that are distressing or emotional e.g., employee relations issues.</p> <p>They will frequently be required to support staff/patients/clients during discussions and decision-making processes.</p> <p>The post holder must be able to work successfully under pressure of time and resources.</p> <p>They may have to deal with staff and occasionally patients and their families who are angry/upset/tearful.</p> <p>Staff members will occasionally be exposed to emotive situations while working E.g., Death, child protection issues/cases.</p>
Working Conditions	<p>Frequent episodes of exposure to VDU screens whilst inputting data.</p> <p>May be exposed to verbal abuse from distressed patients or family members.</p>
Mental	<p>Frequent requirement for effective concentration when undertaking work-based activities for example:</p> <p>Telephone interaction with patients/clients/staff report writing and management case investigations with internal and external clients/patients/ staff during meetings etc.</p> <p>The work is often unpredictable, and the post holder may have to adapt to change in brief time frame and be able to deliver outcomes.</p> <p>Concentration is required for analysing data, writing reports, attending meetings etc.</p> <p>Will be frequently interrupted due to the operational nature of the role.</p>

Person Specification:

Domain	Essential Criteria	Desirable Criteria
--------	--------------------	--------------------

Qualification	<p>NVQ level 3 or equivalent experience</p> <p>Evidence of on-going professional development</p> <p>Experience of managing or supervising staff</p> <p>Experience of working within a patient transport environment</p> <p>Full Clean Driving License</p>	
Experience	<p>Skilled team management skills in both direct and matrix management environments</p> <p>Some evidenced experience of Operational Scheduling</p> <p>Experience of using [Cleric, Microsoft products, Vehicle tracking software, Datix]</p>	Experience of the NHS
Skills	<p>Effective communication, and presentation skills.</p> <p>Outstanding written and verbal skills.</p> <p>Computer skills.</p> <p>Ability to plan change effectively across the area of responsibility.</p> <p>Ability to manage a large team of staff to deliver a high-quality professional service.</p> <p>Ability to articulate and persuade others and represent / function as an ambassador for the company.</p> <p>Excellent interpersonal and people management skills.</p>	
Knowledge	<p>Understands the need to work collaboratively with internal and external stakeholders to achieve positive outcomes.</p> <p>Understanding of Equal Opportunities policies and procedures.</p>	<p>A working knowledge of regulations and CQC</p> <p>A working knowledge of process mapping.</p>



	Understanding of Data Protection Act/ GDPR Knowledge of the transport KPIs Ambulance industry awareness	
Other	Committed to continuing own professional development. Professional pro-active attitude	

About Us

BEARS has focused on quality, which defines the company and differentiates it from its peers (and competitors). Our emphasis remains to provide high quality service which underpins our values of standards of **Safety, Comfort and Care**.

Our staff are our greatest assets, displayed in our first-class training, and generous package as well as providing them with appropriate tools (including PPE and other materials), to enable them to deliver the highest standards of patient care. The return for this strategy is evidenced in our Key Performance Indicators (KPI's) and the level of retention on our contracts from existing NHS customers.

BEARS currently provide the following Patient Transport services: High Dependency, Bariatric, Mental Health and ECMO, which our NHS clients recognise as dependable, unlocking new opportunities for further specialist ambulance services in Critical Care, Neonatal and Paediatric Intensive Care services.

Staff Benefits

- Company Pension Scheme
- Health cash plan after 6 months
- Access to company gym
- Clearly defined progression paths with training and support
- E-car scheme (Salary sacrifice/subject to eligibility)