



Job Title	NEPTS Business Intelligence Control Team Manager
Contract Type:	Permanent
Salary	£ 53,000 – 48 hours per week
Work Location	Across site
Reports	Head of Business Intelligence

1. Job Purpose

The Business Intelligence (BI) Control Team Manager will be responsible for the management and performance of the Business Intelligence control team, as a single point of access to patients, Trust service users, carers, and members of the public.

The post holder plays a key role in helping improve patient experience from a transport perspective and will resolve enquiries wherever possible to the satisfaction of the end user.

The BI- Control Team Manager will provide expert contribution in relation to methods and approaches of gathering and responding to the reported experience of patients and carers, and their involvement in service development and delivery.

The post holder is responsible for managing a diverse team of staff across the various sites, paying particular attention to ensuring that all staff adheres to our Safety, Comfort and Care values always.

They will be responsible in overseeing the:

- To manage all day-to-day aspects of the Switchboard, using initiative and discretion to forward plan and improve the quality and efficiency of the services and to escalate any disruptions to service to the Health Records Services Manager.
- To manage a team of controllers/call handlers ensuring staff have the necessary skills and technical abilities required to provide an excellent customer-focused service.
- Provide short notice Operator cover, as and when necessary to cater for staff absence, service demands, breaktime relief and bank holidays to cover any shift of the 24/7 service.
- Provide day-to-day management of the staff, including assisting with recruitment, welfare, sickness, and annual leave and maintaining accurate records. Also to support the staff outside of working hours with any urgent queries or disruption to service and escalate where necessary.
- To provide training to new members of staff on the operation of the telephony system, and the protocols and procedures associated with running a large telecommunications system.
- To develop and deliver training to the Operators on new and emerging technologies.
- 8Deliver all PTS communication, ensuring that all patient transport services are provided to only patients that are eligible to the service in line with our contract requirements.
- The post holder will be responsible for analysing and interpreting datasets, highlighting data driven results to senior managers, highlighting the significance of insights and findings to the relevant parties.
- They will also ensure data accuracy for all data management for the department, this will include data cleanse, information storing, super user of the Transport booking system (Cleric)



and manage/roll out training of all Transport IT related infrastructure for the department.

- Support in designing and preparing training rollout out plan for all staff.
- Select the most appropriate analytical techniques and apply these too large and complex datasets. Bring excellent analytical skills grounded and appropriate to the service – Non-Emergency Patient Transport Service (NEPTS).
- Provide input on existing projects as needed, providing advice on methodologies on data and analysis.
- Conduct analysis to a high methodological standard.
- Provide advice to other team members about how methods can be applied and support the development of other team members.
- Ensure a close working relationship with the other regional functions e.g., Finance, Strategy & Compliance, ensuring a joined-up approach across our various hospital sites teams.
- Work with other department teams and their staff, to ensure that all aspects of patient care/transport are aligned to support organisational values.
- Provide input to help control teams understand Transport peaks and trends and develop the planning guidance.

2. Leadership and Management

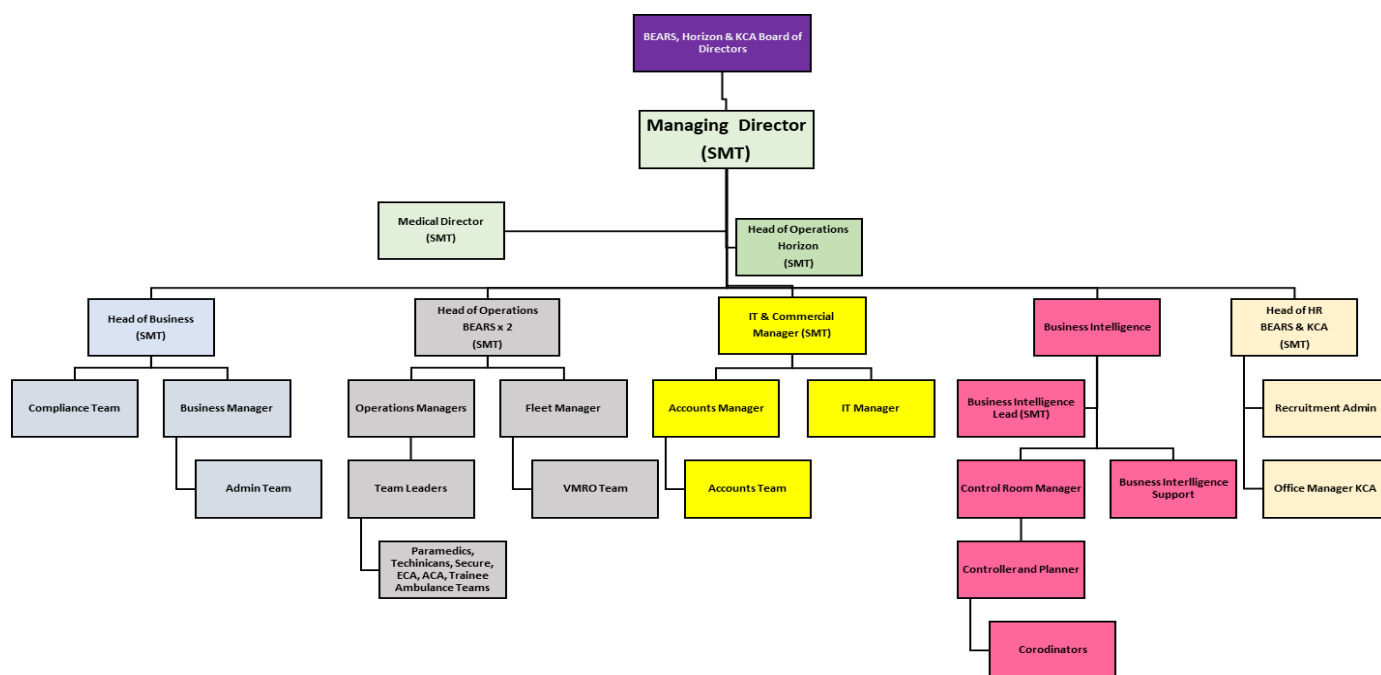
- Support and motivate staff and create a climate within the services characterised by high standards and openness.
 - Develop BI-Control team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
 - Ensure the contributions and perspectives of all staff are heard, valued and to influence management decision making.
 - Overseeing the management of staff; this will include overseeing their performance, sickness absence, statutory and mandatory training and all grievance and disciplinary matters in accordance with Trust policies and processes.
 - Oversee the management of the rosters for the staff, ensuring cover is maintained at all times and updating and maintaining health roster with any amendments and changes to staff shifts.
 - Act as a mentor to staff and support their learning and development.
 - Support in line management of staff over 260 staff and resources efficiently.
 - Provide support to Operational Managers in relation to complaints, incidents, and investigations and on the process for carrying out investigations.
 - Undertake any internal complaint and incident investigations to support the operational management team; this will include any internal investigations.
 - Support in addressing Bi-Control team or individual performance issues as required
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- Conducting regular Staff 1.2.1's
 - Staff Appraisals
 - Responsible for minute taking and distribution of all relevant documents in advance of scheduled meetings
 - identifying missing data errors and assisting with rectification of errors and identifying trends
 - Demonstrate adequate degree of IT literacy and initiative to extract information regarding transport activity
 - Respond to ad-hoc information requests from management team, within a timely manner

3. Communication



- The Post holder will support the Operational team in information sharing to key personnel.
- Work with the management team to bring new thinking around different models of working to help the improvement of staff engagement and interaction.
- Identify potential and/or actual risks associated with incidents and complaints and liaise with appropriate personnel both within and outside the organization.
- Use skills of influence, mediation, and negotiation to help achieve the most appropriate resolution to a complaint. This will include maintaining regular contact with complainants and staff throughout each stage of the complaints process, until complaints are resolved satisfactorily.
- Support events and communications as required for patient and staff education and wellbeing.
- Ensure all information is managed sensitively and any communications internally or externally are managed in a clear and transparent manner. Communicate overly sensitive or contentious information with tact, diplomacy and understanding.
- Actively engage with, listen, and seek views of patients, staff, and key stakeholders to improve accessibility and inclusiveness of future service development.
- To respond to all communications in a timely manner.
- Collaborate as required, qualitative and quantitative information.
- Deal with staff related complex, sensitive, and confidential matters, and ensure data is recorded and stored safely and appropriately in line with Trust Policy and procedures.
- Ensure that the communication within the team is prioritized.
- To ensure the establishment and maintenance of good customer relations with all transport users, working with them to ensure that mutual requirements are met.
- Responsible for the generation of daily/monthly/quarterly dashboard reports for Senior Management utilising the platforms in place including operational and training performance
- Participate in user acceptance testing related to upgrades of the any/all Transport software
- Support in the event of a major incident to provide accurate information to the responding teams
- The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances. The post holder might be required to work across different sites at any time throughout the duration of his/her contract, which may entail travel and working at different locations.

4. Structure



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>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. Concentration is required for analysing data, drafting reports, attending meetings etc.</p> <p>Will be frequently interrupted due to the operational nature of the role.</p>
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6. Person Specification:

Domain	Essential Criteria	Desirable Criteria
Qualifications	<p>Degree level or equivalent</p> <p>Relevant professional qualifications and management expertise gained within the field or equivalent.</p>	Evidence of on-going professional development
Experience	<p>Experience of working within a Patient transport environment</p> <p>In-depth understanding of Department of Health NEPTS Guidelines</p> <p>Understanding of Data Protection, Freedom of Information and Caldicott principles.</p> <p>In-depth experience in Patient Transport Eligibility Process</p> <p>Experience of using Power chart, Cleric, Microsoft products, Vehicle tracking software, and Datix.</p> <p>Proven experience in staff management, including sickness, appraisals, mentoring and developing staff</p> <p>Substantial experience of working in a busy office environment</p>	<p>Previous experience of working within NEPTS service</p> <p>Experience in writing, developing, and delivering training programmes</p>

	<p>Experience of co-ordinating, reviewing and disseminating large volumes of information.</p> <p>Experience and understanding of evaluating and measuring the performance of services.</p> <p>Experience of staff change management.</p>	
Skills	<p>Must be able to prioritise own work effectively, working to tight and often changing timescales.</p> <p>Must be able to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance to policies.</p> <p>Ability to implement policies and propose changes to own practices & procedures.</p> <p>Ability to analyse complex information and develop potential options and / or recommendations on the most appropriate course of action.</p> <p>Excellent communication skills both written and verbal</p> <p>Must be confident to work unsupervised</p> <p>Able to pay attention to detail and accuracy</p> <p>To work effectively in a team</p>	<p>Ability to identify training needs to improve service delivery</p>
Knowledge	<p>Working knowledge of Microsoft Office with intermediate keyboard skills.</p> <p>Working knowledge of financial processes.</p> <p>Understands the need to work collaboratively with internal and</p>	<p>Extensive knowledge of regulations and CQC requirements in operating patient transport services.</p> <p>Ability to preset data in a meaningful way to highlight performance and issues</p>



	<p>external stakeholders to achieve positive outcomes</p> <p>Data security awareness around GPDR and Patient Confidential Information Understanding of Data Protection Act.</p> <p>Freedom of Information Act Understanding of Equal Opportunities policies and procedures.</p> <p>Demonstrates knowledge of Healthcare Governance and Shared Governance.</p>	
Other	<p>Adaptability, flexibility, and ability to cope with uncertainty and change</p> <p>Willing to engage with and learn from peers, other professionals, and colleagues.</p> <p>Professional calm and effective manner.</p> <p>Friendly and approachable</p> <p>Demonstrates a strong desire to improve performance and make a difference by focusing on goals.</p> <p>Ability to actively promote equality, diversity, and inclusion within all areas of responsibility.</p> <p>Demonstrable ability to meet Trust values</p>	



About Us

Horizon's parent company BEARS was established in 2009, on the principles of Safety, Comfort and Care. We specialise in hospital coordination patient transport service. Supporting the NHS with paramedic, paediatric and neonatal, critical care, high dependency, bariatric, mental health and ECMO transfers alongside regular patient transport services. In the last year we have seen our service develop in to providing services to South London Critical Care Network (SLCCN) and work in partnership with Guys and St Thomas SPRINT team providing ambulances for medical teams.

At every level, Horizon focuses on quality, which defines the company and differentiates it from its peers (and competitors). Our emphasis remains to provide high quality service, training, and generous package to our staff 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 easily demonstrated by our Key Performance Indicators (KPI's) and the level of retention on our contracts from existing NHS customers. This has led to further organic growth for our services through recommendations.

The group and company's performance are due to the growth in our specialist ambulance services. Our services, which include high dependency, bariatric, mental health and ECMO, and which our clients recognise as dependable, unlocked new opportunities for further specialist ambulance services in Critical Care, Neonatal and Paediatric Intensive Care services. We are confident that these new services will become new sources of additional revenue in the coming fiscal years and beyond.

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)