

## JOB DESCRIPTION

### 111 Roster Analyst / Scheduler

<b>Accountable To:</b>	Director of 111 and Urgent Care
<b>Responsible To:</b>	111 Senior Operations Manager
<b>AFC Banding</b>	Band 5
<b>Level of Accountability</b>	The post holder works to agreed objectives for the service. In addition, there will be regular review and monitoring meetings. Work will be managed rather than supervised.
<b>Base:</b>	Agile / Medway
<b>Key Relationships:</b>	Director of Urgent Care and 111 Senior Operations Manager Duty Contact Centre Manager
<b>Job Purpose:</b>	<p>Analyse staffing data to create rotas and schedule staff for the KMSS 111 service under the supervision of the SOM in an accurate and timely manner. Analyse staffing data to ensure the created rosters are delivering to demand and amend in line with changing demand. Support manpower planning for all Operational and Clinical staff to ensure that adequate cover is available in the provision of KMSS 111 24 hours service.</p> <p>This includes supporting the staffing for the following staffing groups:</p> <p>Duty Contact Centre Managers, Health Advisor Team Leaders, Senior Health Advisors, Health Advisors, Service Advisors, CAS Clinical Navigators, Clinical Advisors, Paediatric Clinical Advisors, Pharmacists, Urgent Care Practitioners, General Practitioners, Dental Nurses, Mental Health Practitioners, Quality Team, Admin Staff, Operational Managers and Rostering Colleagues.</p>
<b>Key Duties:</b>	<p><b>Manpower Planning &amp; Staffing Analysis</b></p> <ul style="list-style-type: none"> <li>• To manage the accurate and timely completion of professional team manpower plans.</li> <li>• Analyse staffing for CCN groups and plan relief weeks in line with staffing demands and potential requests.</li> <li>• Analyse the SLA reporting for areas of shortfall and take action to ensure the shortfalls are filled or moved from areas of oversupply.</li> <li>• Analyse the SLA reporting to identify areas of oversupply and provide information to management for abstraction purposes.</li> <li>• To investigate any trends in clinical/non-clinical no-shows or late arrivals and report this to the relevant management teams.</li> <li>• To regularly check the total headcount for the service to provide an up-to-date annual leave figure and ensure annual leave requirements are met in line with updated headcount figures.</li> </ul>

	<ul style="list-style-type: none"> <li>• To investigate staffing concerns provided by SLT and staff members. Providing the information required and suggest solutions where the information provided isn't correct for the staff member/SLT.</li> <li>• Provide regular updated figures for the number of hours used for annual leave and short notice leave to support the DCCM's with any requests for short notice leave.</li> </ul>
	<p><b>Rota Compilation &amp; Management</b></p> <ul style="list-style-type: none"> <li>• Compile rotas for each area from information received, in line with Company protocols using GRS.</li> <li>• Finalise and issue agreed rotas, subject to approval. Review all rotas and reanalyse to ensure choices are successful for the service in line with success/failure criteria.</li> <li>• To ensure that correct rota information is updated on systems for payroll purposes. This includes checking contracted hours on all FWA's and advising when SCF is needed if not already identified. Ensuring all hours balance across the roster and once correct uploading the roster to GRS directly.</li> </ul>
	<p><b>Risk Management &amp; Safe Staffing</b></p> <ul style="list-style-type: none"> <li>• To inform Duty Managers of any foreseen risks, such as shortages of clinical or non-clinical staff on the rota.</li> <li>• To act quickly when minimal safe levels are not being met for clinical staffing, communicating directly with staff to ensure minimum safe levels are reached.</li> <li>• Liaise with OMCs regarding specialist group shortfalls and take prompt action to ensure safe staffing, particularly for Prescribers and GPs.</li> <li>• Liaise closely with the IUC GP Lead to ensure GP staffing is continuously monitored, raising any areas with no supply to the GP Lead and OMC.</li> <li>• Deal with queries and changes in an effective and timely manner, including last-minute shift changes, staff lateness, absence, AWOL, abstractions and shift swaps.</li> </ul>
	<p><b>Training &amp; Workforce Development</b></p> <ul style="list-style-type: none"> <li>• Work alongside the Training Lead and Operational Lead to ensure all training requirements are met for each staffing group.</li> <li>• Provide regular updates on training status percentages (e.g. Key Skills training).</li> </ul>

	<ul style="list-style-type: none"> <li>• Proactively contact staff individually to rearrange rosters to enable attendance at required training.</li> <li>• Liaise with the Training Administrator to ensure all staff are fully trained before commencing their first shift.</li> <li>• Support with staff plans in relation to dual role call handling. Updating shifts promptly and accurately to reflect training needed for dual staff and liaise with EOC Scheduling. This includes raising any concerns relating to staffing in the 1's and highlighting if any training/call handling will cause negative impact on our SLA.</li> </ul>
	<p><b>Reporting &amp; Data Presentation</b></p> <ul style="list-style-type: none"> <li>• Present staffing data to Duty Managers to cover the next 7 days, including actions taken to address shortfalls and highlighting areas of severe undersupply.</li> <li>• Escalate significant staffing risks to the Senior Leadership Team as soon as possible.</li> <li>• Report weekly to the GP Lead and OMC on roster fill and absence management for the GP staffing group.</li> <li>• Report weekly to the Head of Scheduling on operational staffing hours filled, including a breakdown of absence hours by category for the next 10 days.</li> <li>• Support investigations into complaints relating to rota administration by running reports and producing clear, accessible data presentations.</li> </ul>
	<p><b>Senior Leadership &amp; Operational Support</b></p> <ul style="list-style-type: none"> <li>• Support the Senior Leadership Team with queries relating to overall staffing concerns and roster data.</li> <li>• Support the Senior Leadership Team with changes to their rosters and on-call demand in a timely manner.</li> <li>• Support the Senior Leadership Team with urgent queries relating to staff movements, maintaining accurate logs (including holding station movements) to prevent payroll issues.</li> <li>• Support the Head of Scheduling with any delegated tasks.</li> <li>• Support the DCCMs and staff members with any roster related concerns. This could be relevant to potential FWA's and supporting staff with their suggested rosters in line with staffing demands. This could also be providing information on shortfalls/oversupply to support staff with shift movements to help with staff welfare/return to practice etc.</li> </ul>

	<p><b>Absence, Payroll &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>• Monitor absences such as Bank Holiday Off to ensure staff are working in line with contractual requirements, raising issues with technical teams where errors are identified.</li> <li>• Monitor absences following bank holidays and manually amend TOIL/USH balances to ensure staff receive correct entitlements.</li> <li>• Ensure staff records are up to date and accurate by working closely with HR Relations in regard to Mat/Pat leave, unpaid leave and any other absences etc.</li> </ul>
	<p><b>Additional Duties</b></p> <ul style="list-style-type: none"> <li>• Develop relationships with operational staff and external agencies to support filling sessions at short notice.</li> <li>• In the event of short notice requests, the staff member should support where they can for temporary reporting until an automated solution is in place (where possible). It is likely that automation cannot be fully relied upon therefore the contingency for this would rely on the post holder to support.</li> <li>• Provide additional administrative support as requested by Duty Managers.</li> <li>• Be available to staff throughout rostered hours to provide information and support on any queries.</li> </ul>
<p><b>Corporate Governance</b></p>	<p>Maintain good corporate and clinical governance arrangements, including risk management. Embrace high standards of employment practice and act in accordance with the 'Managers' Code of Conduct'. Promote the vision, values and goals of the organisation.</p>
<p><b>Performance Management</b></p>	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny. Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
<p><b>Health, Safety and Security</b></p>	<p>Manage health, safety and security issues in own area of responsibility. Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility. Promote, monitor and maintain best practice in health, safety and security All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to</p>

	protect their own health and safety and that of other persons who may be affected by their acts or omissions.
<b>Policies</b>	The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time. Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.
<b>Values</b>	The 111 Roster Analyst / Scheduler will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.
<b>Disclosure and Barring Service Check</b>	We are committed to the safeguarding and welfare of children and vulnerable adults. This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. The process will be completed as part of your pre-employment checks and repeated every 3 years as a minimum. Your suitability for this position (based on the results of the DBS) will form an important condition of your ongoing employment.
<b>Equality and Diversity/Equal Opportunities</b>	Promote equality of opportunity and diversity in own area of responsibility. Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity. Indicate an acceptance of, commitment to and promotion of the principles underlying the Trust's Equal Opportunities Policy. The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.
<b>Confidentiality / Data Protection /</b>	Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients

<b>Freedom of Information</b>	or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure. Review This role brief reflects the principal duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder
<b>Knowledge / Skills</b>	<ul style="list-style-type: none"> <li>• Strong and effective communicator</li> <li>• Excellent interpersonal skills</li> <li>• Understanding of contact centre telephony, technology and IT systems.</li> <li>• Ability to produce and interpret contact centre management information.</li> <li>• Business report writing skills.</li> <li>• Tenacious and resilient</li> <li>• Ability to motivate others and establish a supportive culture of clinical quality and improvement.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience contact centre workforce planning and management tools and systems</li> <li>• Evidence of achieving demanding performance targets.</li> </ul>
<b>Professional Qualifications</b>	The post holder should have a good general education, with evidence of formal qualifications at GCSE/A level or above.

**Job Title** Resource Planner

**Local Job Reference** Resource Planner

**Score** 311

**Band** 4

**Status** Not Matched

**Matched to** Project Support Officer Higher Level

**Job Details**

The Resource Planner role supports delivery of all services by ensuring the rostering of staff is undertaken effectively and efficiently to meet patient demand, using the trusts workforce management system to accurately track/document staff patterns of work and working hours. The post holder will be responsible the administration of effective and efficient resourcing of operational and non-operational staff within an agreed framework to support the delivery of safe, high-quality patient care and meeting SECAMB performance standards.

Relevant Job  
Information

National Profile

Profile

Factor Status

JE Score

## 1. Communication & Relationship Skills

Function as a first point of contact for staff enquires related to scheduling matters or to report sickness or urgent absence requests, ensuring details are recorded accurately, responding promptly and professionally and advising the relevant managers accordingly

- Work closely with the Operating Unit & Planning Leadership Teams to ensure scheduling of staff meets the Trust performance and budgetary objectives,
- Attend, and present scheduling data and information, at management meetings when

4 (a)

3

Variation

21

requested to do so. Panel Notes: • Function as primary liaison for roster queries, communicating changes sensitively. Direct interaction with staff to provide an outcome that benefits both the Trust and the individual member of staff. Engaging in high-pressured situations effecting annual leave, pay, and confidential issues in a professional and supportive manner. On occasion there may be frequent, indirect exposure to distressing or emotional circumstances. • Provide regular reports on staffing metrics and risks to management. • Engage collaboratively with internal and external stakeholders.

## 2. Knowledge, Training & Experience

English and Maths at level 2 and or equivalent NVQ level qualification. Working knowledge of Microsoft Office suite of products. Knowledge of administrative and budgetary processes. Good understanding of demand/resource planning principles. Panel Notes: Panel read level 4 'intermediate level theoretical knowledge' and deemed the role to match on this basis.  
17/12/2025 -  
Consistency  
Check agreed

4

4

Matched

88

### 3. Analytical & Judgemental Skills

with the ability to work

unsupervised at times and

problem solve when

required. •Allocation of relief staff to accommodate skill mix issues when shift

planning. •Ensure Bank Staff are used fairly and effectively within

Trust policy and deal with queries and changes in an effective and timely

manner. •Engage in the planning and design of new rota

patterns, collaborating with staff and managers to find best outcomes and most

effective solutions. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

3

3

Matched

27

#### 4. Planning & Organisational Skills

The Resource Planner role supports delivery of all services by ensuring the rostering of staff is undertaken effectively and efficiently to meet patient demand, using the trusts workforce management system to accurately track/document staff patterns of work and working hours. The post holder will be responsible the administration of effective and efficient resourcing of operational and non-operational staff within an agreed framework to support the delivery of safe, high-quality patient care and meeting SECAMB performance standards. To responsibly

3

3

Matched

27

administer all areas of scheduling for their designated Operating or Business Unit, working under the direction of the planning leadership team to a set of defined parameters in adherence with relevant Trust policies and procedures. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

## 5. Physical

### Skills

keyboard

usePanel Notes: 2

3

Variation

27

17/12/2025 -

Consistency

Check agreed

## 6. Responsibility for Patient/

### Client Care

IncidentalPanel

1

1

Matched

4

Notes:

17/12/2025 -

Consistency

Check agreed

## 7. Responsibility for Policy/Service Development

- Provide information and assistance to inform decision making by management teams on implementation and design of flexible working arrangements for individual members of staff.

2

3

Variation

21

- Engage in the planning and design of new rota patterns, collaborating with staff and managers to find best outcomes and most effective solutions. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

## 8. Responsibility for Financial & Physical Resources

• Work closely with the Operating Unit & Planning Leadership Teams to ensure scheduling of staff meets the Trust performance and budgetary objectives, while at times being required to work with minimal supervision. Panel Notes:  
17/12/2025 - Consistency Check agreed

2(c)(d)-3c

1

Variation

5

## 9. Responsibility for Human Resources

•Provide support and guidance to clinical scheduling administrators (CSA's) enabling them to effectively perform their role in the scheduling team. Panel

2

1

Variation

5

Notes:

17/12/2025 -

Consistency

Check agreed

## 10. Responsibility for Information Resources

•Provide a range of information to local management teams about hours worked, absence reports, resourcing (retrospectively and planned) from the Workforce Management System (GRS) and other Trust information systems (e.g. Tiresias and Power BI) as required. •Accurately roster staff via the Trust Workforce Management System (currently GRS) to ensure the delivery of planned hours to meet the needs and demands of the patient, ensuring compliance with European Working Time Directive (EWTD) and Agenda for Change (AfC)

2(a)/3(b)

3

Matched

16

Terms & Conditions. This includes planning where there may be a need to allocate and reallocate tasks, or staff, on a daily basis to meet organisational requirements. Panel Notes:  
17/12/2025 - Consistency Check agreed

### **11. Responsibility for Research & Development**

No evidence in JDPanel Notes: 17/12/2025 - Consistency Check agreed	1	1	Matched	5
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## 12. Freedom to Act

•Work closely with the Operating Unit & Planning Leadership Teams to ensure scheduling of staff meets the Trust performance and budgetary objectives, while at times being required to work with minimal supervision. The post holder will be responsible the administration of effective and efficient resourcing of operational and non-operational staff within an agreed framework to support the delivery of safe, high-quality patient care and meeting SECAMB performance standards. •Provide information and assistance to inform decision making by

2-3

3

Matched

21

management  
teams on  
implementation  
and design of  
flexible working  
arrangements for  
individual  
members of  
staff. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

### 13. Physical Effort

Frequent

computer

use Panel Notes:

1-2(a)

2

Matched

7

17/12/2025 -

Consistency

Check agreed

### 14. Mental Effort

•Undertake tasks  
while intermittent  
interruptions  
occur during the  
working day,  
requiring the post  
holder to move  
from one

2(a)

3

Variation

12

activity/tasking to  
another, and then  
back again. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

### 15. Emotional Effort

frequent

exposurePanel

Notes:

17/12/2025 -

Consistency

Check agreed

1(a)

3

Not Matched

18

### 16. Working Conditions

VDU UsePanel

Notes:

17/12/2025 -

Consistency

Check agreed

1-2e

2

Matched

7

**Job Title** Planning Team Leader

**Local Job Reference** Planning Team Leader

**Score** 334

**Band** 5

**Status** Matched

**Matched to** Business/Administrative Manager

**Job Details**

Provides day to day coordination and guidance to resource planners.Support system administration tasks as directed, ensuring updates are actioned following appropriate authorisation.Ensure the accurate recording of individual staff working hours and Trust policy/procedures are followed.

Relevant Job Information

National Profile

Profile

Factor Status

JE Score

## 1. Communication & Relationship Skills

The post holder will liaise with EOC Managers, Service and Operating Unit Managers to resolve routine scheduling queries to achieves the Trust's strategic and corporate objectives.

Escalate non-routine issues to the Head of Planning. There is a requirement to promote a culture of professionalism through developing relationships with operational and corporate stakeholders. The post holder will be required to produce reports and presentations on routine planning issues from a range of information source, prepare draft reports and

4 (a)

3

Variation

21

information for senior colleagues to present.

## **2. Knowledge, Training & Experience**

Educated to diploma level or equivalent. Experience producing assessments or reports for senior management. Experience of working within an administrative/corporate services environment. Analysis and interpretation of complex and varied data.

5

5

Matched

120

### 3. Analytical & Judgemental Skills

Analysis and interpretation of complex and varied

data. •Collate and analyse routine scheduling data, producing standard reports for review by senior colleagues. •Prep

are routine performance data for the Head of Planning to review, highlighting issues for senior staff to determine required actions.

3

3

Matched

27

#### 4. Planning & Organisational Skills

•Ensure the accurate recording of individual staff working hours and Trust policy/procedures are followed. •Liaise with managers and staff to ensure that rotas are planned appropriately and compliant with Trust policy.

3

3

Matched

27

#### 5. Physical Skills

Standard keyboard use

2-3 (a)

2

Matched

15

#### 6. Responsibility for Patient/ Client Care

Incidental

1

1

Matched

4

**7. Responsibility for Policy/Service Development**

•Contribute to key functional areas (e.g., rota development, reporting, payroll processes) as allocated by the Head of Planning. •Support the induction and on-going training and development of key skills for the planning team, ensuring overall consistency in development and maintenance of new skills and adoption of new practises as directed.

2

2

Matched

12

**8. Responsibility for Financial & Physical Resources**

Line Manager

2 (c); (d)/3(a)

2

Matched

12

## 9. Responsibility for Human Resources

•Support the delivery of training and familiarisation support to all directorates in the correct use of the Trust workforce management system (currently GRS).•Provides day to day coordination and guidance to resource planners.

2 (a); 2 (c) -3(a) 3

Matched

21

**10. Responsibility for Information Resources**

•Collate and analyse routine scheduling data, producing standard reports for review by senior colleagues. The post holder will be required to produce reports and presentations on routine planning issues from a range of information source, prepare draft reports and information for senior colleagues to present.

•Manage the uploading of rotas onto the Trust's workforce management system (currently GRS) in accordance with agreed procedures.

3)(c)

3

Matched

16

**11. Responsibility for Research & Development**

No evidence in JD

1

1

Matched

5

## 12. Freedom to Act

•Manage the uploading of rotas onto the Trust's workforce management system (currently GRS) in accordance with agreed procedures. •Liaise with managers and staff to ensure that rotas are planned appropriately and compliant with Trust policy. The post holder will work under the general guidance of the Head of Planning, seeking support for non-routine or complex decisions to agreed objectives in accordance with the Trust's appraisal process. There will be regular monitoring and review meetings – objectives will be set.

3

3

Matched

21

### 13. Physical Effort

Frequent

computer use but  
able to move  
freely from desk  
if needed

1-2 (b)

1

Matched

3

### 14. Mental Effort

The post holder  
will liaise with  
EOC Managers,  
Service and  
Operating Unit  
Managers to  
resolve routine  
scheduling  
queries to  
achieves the  
Trust's strategic  
and corporate  
objectives.

2 (a)

3

Variation

12

### 15. Emotional Effort

Not explicit in the  
JD

1 (a)

2

Variation

11

### 16. Working Conditions

VDU Use

1-2(e)

2

Matched

7

**Job Title** Planning System Administrator,  
Reporting and Project Manager  
(Planning Manager)

**Local Job Reference** Planning System Administrator,  
Reporting and Proje

**Score** 471

**Band** 7

**Status** Not Matched

**Matched to** Project Team Manager

**Job Details**

The post-holder is the specialist lead for the Trust's Planning Systems (GRS), providing advanced system administration, configuration, data integrity oversight, reporting, and workflow optimisation. They will act as the Trust expert for planning systems functionality, development, analytics, and integration with associated clinical and corporate systems. The role combines technical system leadership, workforce analytics, and project management to ensure the Trust receives maximum operational, financial, and clinical benefit from planning systems.

Relevant Job  
Information

National Profile

Profile

Factor Status

JE Score

## 1. Communication & Relationship Skills

Excellent customer relationship skills communicate with staff at all levels and lead where necessary. Attend regular external system national working groups. Provide expert advice and coaching on rostering best practice, system functionality, and data interpretation. Develop user manuals, e-learning content, and knowledge-base documentation. Oversee stakeholder engagement with business units, clinical teams, HR, finance, and operations. By applying structured project management methodologies, they will oversee the delivery of

5(a)-(b)

4

Variation

32

complex  
programmes,  
managing risks,  
dependencies,  
and stakeholder  
expectations. Pan

el Notes:

17/12/2025 -

Consistency

Check agreed

## 2. Knowledge, Training & Experience

-Educated to degree level or equivalent.-  
 PRINCE2/MSP Practitioner-  
 Change management and service reconfiguration experience.-Lean and process improvement methodology.-  
 Advanced analytical and reporting skills (Power BI, Excel, SQL or equivalent).They will act as the Trust expert for planning systems functionality, development, analytics, and integration with associated clinical and corporate systems.  
 Panel Notes:  
 17/12/2025 - Consistency Check agreed

6

6

Matched

156

### 3. Analytical & Judgemental Skills

The post holder will manage small-to-medium digital workforce projects, lead system upgrades, and ensure consistent processes, training, and governance across all business units.

Panel

Notes:

17/12/2025 -

Consistency

Check agreed

4

4

Matched

42

#### 4. Planning & Organisational Skills

oUse recognised project methodologies (Agile/PRINCE2) to deliver to time, cost, and quality.oLead digital workforce projects, system enhancements, and cross-Trust rostering improvement initiatives.

Panel Notes:

17/12/2025 -

Consistency

Check agreed

4

4

Matched

42

#### 5. Physical Skills

Standard

KeyboardPanel

2

2

Matched

15

Panel Notes:

17/12/2025 -

Consistency

Check agreed

#### 6. Responsibility for Patient/Client Care

IncidentalPanel

1

1

Matched

4

Panel Notes:

17/12/2025 -

Consistency

Check agreed

**7. Responsibility for Policy/Service Development**

oLead Trust-wide change management activities

including process redesign, standardisation, and benefits realisation

tracking. Panel

Notes:

17/12/2025 -

Consistency

Check agreed

3-4

4

Matched

32

**8. Responsibility for Financial & Physical Resources**

No evidence in

JDPanel Notes:

Line Manager so would achieve a

2d as authorised signatory

17/12/2025 -

Consistency

Check found no

evidence of being

a signatory for

budgetary issues.

Changed level

from 2 to 1.

4(a)

1

Not Matched

5

**9. Responsibility for Human Resources**

Line Manager of Planning Team LeadersPanel	4(a)	4	Matched	32
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Notes:

## 10. Responsibility for Information Resources

•Reporting, Forecasting & Analytics Development, maintain and automate regular reporting dashboards for executive, operational and workforce teams.

- oProduce advanced analytics including roster utilisation, shift fill rates, sickness trends, leave patterns, cost forecasts, overtime usage, and KPIs.
- oProvide specialist analysis to support operational decision-making (e.g., surge planning, seasonal pressures, rota redesign).
- oEnsure datasets are accurate, consistent, and aligned with ESR, CIP reporting, activity

3(c)

4

Variation

24

modelling, and  
demand/capacity  
planning.oBuild  
SQL/BI-based  
reports (e.g.,  
Power BI, SSRS)  
to improve  
visibility of  
performance and  
compliancePanel  
Notes:  
4b17/12/2025.  
Consistency  
check agreed

### **11. Responsibility for Research & Development**

No evidence in  
JDPANEL Notes:  
17/12/2025.  
Consistency  
check agreed

1-2(a)

1

Matched

5

## 12. Freedom to Act

The post-holder will drive improvements in rostering quality, utilisation, demand matching, and compliance with national workforce standards (e.g., NHSI Rostering Good Practice, Electronic Rostering KPIs).oLead digital workforce projects, system enhancements, and cross-Trust rostering improvement initiatives.oOversee stakeholder engagement with business units, clinical teams, HR, finance, and operations.Panel

4-5

5

Matched

45

Notes:

17/12/2025.

Consistency check agreed

### 13. Physical Effort

sitting/  
standing

Panel

Notes:

17/12/2025.

Consistency

check agreed

1

2

Variation

7

### 14. Mental Effort

oTroubleshoot

system issues

and liaise with

vendors/IT to

resolve complex

technical

queries. Panel

Notes:

17/12/2025.

Consistency

check agreed

3(a)

3

Matched

12

### 15. Emotional Effort

Line

Manager Panel

Notes: Post

holder is a line

manager - also

as a Project

Lead, there may

be unwelcome

news for

stakeholders

1-2(a)

2

Matched

11

### 16. Working Conditions

VDU Panel Notes:

17/12/2025.

Consistency

check agreed

1-2c

2

Matched

7

## Job Description

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### South East Coast Ambulance Service NHS Foundation Trust (SECAMB)

<b>Job Title:</b>	<b>Clinical Scheduling Officer (CSO)</b>
<b>Band:</b>	Band 5 (Agenda for Change)
<b>Directorate:</b>	Operations
<b>Location:</b>	[Insert Base]
<b>Accountable to:</b>	Operations Unit Manager
<b>Responsible to:</b>	Make Ready Centre Manager
<b>Responsible for:</b>	Clinical Scheduling Assistants

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#### 1. Job Purpose

The post holder will be responsible for the effective and efficient resourcing of clinical operational staff within an agreed framework whilst supporting the delivery of safe, high-quality patient care and meeting SECAMB performance standards.

To manage all areas of clinical scheduling for their designated Operating Unit (OU), working autonomously using significant discretion to work within a set of defined parameters.

The allocation of all grades of clinical staff to rosters, managing abstractions, the application of the European Working Time Directive regulations to ensure optimal cover for the Trust. The post-holder will function as first point of contact for staff in regard to their shifts, training, and abstractions.

To provide oversight and assurance that all rotas are prepared to the highest quality within agreed policies and procedures and ensure their designated OU the perfect unit hour.

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#### 2. Dimensions

- Roster management for all clinical staff at their designated Operating Unit, across fixed and flexible rosters. Being responsible for the planning of all clinical staff rosters at each designated OU, inclusive of complex abstractions as required, short notice crew changes as required or mandated by the OU's Senior Leadership Team (SLT), management of students and all training. Balancing of hours to ensure staff contracted hours versus roster are correct.
  - Budgetary oversight of overtime and bank usage within pre-defined financial constraints.
-

### 3. Key Relationships

#### Internal:

- Make Ready Centre Manager and Assistant(s)
- Operating Unit and Operations Managers
- Clinical Team Leaders
- Central Scheduling Team
- Clinical Education Team
- HR, Payroll, Finance, IT Departments
- EOC & 111 Services
- Emergency Preparedness and Resilience Team
- Station administrators
- Operational staff.

#### External:

- NHS England / Regional Workforce Leads
- Partner Trusts (for shared events / placements)

### 4. Principal Duties and Key Responsibilities

#### 4.1 Workforce Planning and Rostering

- The post holder will provide for the effective resourcing of staff which will directly impact on the Services ability to provide patient care to the highest level possible and meet with current performance standards against budgetary constraints.
- Accurately roster staff via GRS to ensure the delivery of 100% planned hours to meet the needs and demands of the patient, ensuring compliance with European Working Time Directive (EWTD) and Agenda for Change (AfC) Terms & Conditions. This includes complex staff planning where there may be a need to allocate and reallocate tasks, or staff, on a daily basis to meet organisational requirements.
- Monitor staffing levels; proactively resolve staffing gaps using overtime, or bank clinicians, against an agreed budget ensuring value for money.
- Manage annual leave, sickness, training requests, and absences, maintaining accurate records.
- Allocate relief staff equitably, optimising skill mix and contractual hours.
- Ensure validation of rotas to ensure e timesheets are accurate and make any adjustments as required for both Annexe E and Section 2 staff.

- Implement return to work plans accurately, balancing of hours and protecting unsocial hours (USH) where necessary.
- Provide detailed reports and analysis as required.
- Responsible for the planning of specialised Pathways Clinical Consultation Support (PaCCS), Urgent Care Navigation Hub (UCNH) and Paramedic Practitioner (PP) rosters and for them to be populated at all times.
- Roster clinical hours for students with their mentors.
- Assisting with the design and implementation of all new rotas within the trust ensuring adherence to the European Working Time Directive and rota and SECamb parameters.
- Advise and design flexible working agreements in line with work life balance and service demand.
- Assisting the calculation of variable Annual Leave (A/L) and Time Off in Lieu (TOIL) allowances to current establishments quarterly and calculating Christmas A/L and TOIL for the OU.
- Splitting of staff to accommodate skill mix issues.
- Movement of staff to achieve optimum resourcing across the Trust.
- Use creativity, imagination, and innovative ideas to resolve resourcing issues and problems which prevent the service from providing the provision of high-quality patient Care.
- Function as a focal point for staff to report sickness or urgent absence, record details and advise their managers accordingly. Working in close liaison with Management Teams, assist in the Trusts management of such issues as sickness and unauthorised absence.
- Ensuring Bank Staff are used fairly and effectively within Trust policy and deal with queries and changes in an effective and timely manner.
- Managing Annualised Staff hours to ensure they are correct, on-track, and in line with their individual Trust contracts via issuance of a quarterly report to each individual Annualised Staff member.
- Maintain accurate records of Management Team availability.
- The post holder will, if required, implement the Emergency Roll Call Procedure. They must be prepared to attend their Scheduling Department at short notice and be involved in any decision-making process.
- The role requires the ability to understand and manage frequently changing information and to respond to conflicting priorities.
- The post holder will analyse and collate up-to-the-minute information to produce a clear picture of actual and predictive staffing levels and, using their own judgement, formulate and initiate improvements where deficiencies occur.

- The post holder will maintain liaison with their management team and keep them informed of staffing levels, unforeseen risk, and all other relevant information pertaining to the scope of their role.
- The post holder will be expected to undertake multiple tasks where frequent interruptions occur during the working day, requiring the post holder to move from one activity/tasking to another, and then back again.
- The post holder will provide staff and management, when required, non-clinical advice and information.
- The post holder will attend, and present, at management meetings if and when requested to do so.
- The post holder will complete any other duties commensurate with their role and banding.

#### **4.2 Operational Delivery**

- Maintain live staffing data, updating GRS promptly.
- Coordinate staffing for public events, major incidents, SORT deployments, and placements.
- Consult with education teams to schedule observation and training shifts.
- Provide for short notice cover for roster emergencies as required.
- Maintain relationships with all grades of staff, clinical or otherwise, either through face-to-face interaction or via phone/TEAMS etc.
- Using a high degree of accuracy and speed, together with the application of knowledge, skills, and experience, be responsible for the specialised operation of the Global Rostering System (GRS) software to update, retrieve and store detailed and complex information.
- Manage the rostering of annual leave and overtime for every member of staff working in all areas of SECAMB.
- Responsibility for implementing and managing the input of the Clinical Supervision initiative onto GRS for all operational staff across SECAMB.
- Ensure all staff are booked onto the Trust's Statutory and Mandatory (S&M) training programme and ensure and monitor all new-to-service Newley Qualified Paramedics (NQP) undertake their mandated preceptorship hours with a relevant skilled staff member.
- Participate in the live evaluation of the on-going scheduling process and propose strategies to overcome performance deficiencies.
- Develop relationships with internal OU stakeholders in order to promote partnership working.

- Allocate overtime to cover deficiencies on a fair and equitable basis, ensuring that staffing is at its optimum, whilst continually monitoring that any such overtime is kept within pre-defined budgetary limits and constraints.

#### 4.3 Leadership and Management

- Supervise, mentor, and develop Clinical Scheduling Assistants.
- Deputise for Make Ready Centre Manager/Assistant when needed.
- Train new scheduling staff in departmental processes and systems.

#### 4.4 Quality, Governance and Service Improvement

- Manage the allocation of staff on relief over a variety of rotas, on a fair and equitable basis to cover any deficiencies on the resource plans. This ensures optimal resourcing and operational cover at all times whilst being mindful of relief staff contract hours and skill mix.
- Ensuring rostering supports safe patient care and service performance.
- Participate in audits and data quality reviews; implement improvements.
- Contribute to workforce planning projects and policy development.

#### 4.5 Communication and Stakeholder Engagement

- Function as primary liaison for roster queries, communicating changes sensitively. Direct interaction with staff to provide an outcome that benefits both the Trust and the individual member of staff. Engaging in high-pressured situations effecting annual leave, pay, and confidential issues in a professional and supportive manner. On occasion there may be frequent, indirect exposure to distressing or emotional circumstances.
- Provide regular reports on staffing metrics and risks to management.
- Engage collaboratively with internal and external stakeholders.

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### 5. Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to Level 3 (A-levels/NVQ) or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree-level qualification or relevant professional training.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in staff rostering/scheduling.</li> </ul>	<ul style="list-style-type: none"> <li>• The use of NHS rostering systems</li> </ul>

		e.g., GRS, Tiresias.
		<ul style="list-style-type: none"> <li>• Experience within ambulance or emergency services environment.</li> <li>• Experience of collaborating with staff and managers at all levels within an organisation.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of EWTD and AfC Terms and Conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• A familiarity with workforce planning principles.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Proficient in IT and data inputting skills.</li> <li>• Excellent verbal and written communication skills coupled with an ability to effectively manage multiple tasks.</li> <li>• Conflict resolution, negotiation, and influencing skills.</li> <li>• Computer literate with a good understanding of software packages including MS Word and Excel.</li> <li>• A commitment to team working and quality.</li> <li>• An ability to work with accuracy and with a proficient level of organisation.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of SEC Amb policies and procedures.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• The ability to work well under pressure.</li> </ul>	

- Good time management.
  - A positive working ethos.
  - A mature outlook, confident and flexible in their approach to work.
  - A commitment to their own personal development.
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## 6. Safeguarding and Governance

- Comply with Trust policies on infection prevention, safeguarding, confidentiality, and Health & Safety.
  - Maintain accurate records to support GDPR, Caldicott, and DBS requirements where applicable.
  - Participate in mandatory training and risk management processes.
  - Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.
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## 7. Confidentiality

- Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended) and SECAMB records management guidance.
  - Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need-to-know basis in accordance with the responsibilities of the SECAMB Caldicott Guardian.
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## 8. Additional Information

- **Working Hours:** 37.5 hours per week; flexible hours including weekends, bank holidays and out-of-hours cover.
  - **DBS:** This role does not routinely require a DBS check, but the Trust reserves the right to apply if duties dictate.
  - **Review Date:** [Insert Review Date]
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**Prepared by:** [Name], HR Business Partner

**Date:** [Insert Date]

**Approved by:** [Name], Make Ready Centre Manager

**Date:** [Insert Date]

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South East Coast Ambulance Service



NHS Foundation Trust

## JOB DESCRIPTION

<b>1. Job Details</b>	
<b>Job Title:</b>	Head of EOC Scheduling
<b>Pay Band:</b>	Provisional band 7
<b>Reports to (Title):</b>	Associate Director of Operations
<b>Accountable to (Title):</b>	Director of Operations
<b>Responsible for (Title/s):</b>	EOC Scheduling Planner (x2) EOC Scheduling Call Assistant (x2)
<b>Location/ Site/ Base:</b>	West or East EOC
<b>2. Job Purpose</b>	
Oversee a team of scheduling staff, ensuring the safe and effective scheduling of resources within the EOC. Provide assurance and reports to others around effectiveness.	
<b>3. Role of Department</b>	
Schedule resource for all roles in both EOCs, matching predicted demand with supply. Liaise with key stakeholders.	
<b>4. Organisation Chart</b>	
<pre> graph TD     A[Associate Director of Operations] --&gt; B[Operating Unit Manager West EOC]     A --&gt; C[Head of EOC Scheduling]     A --&gt; D[Head of EOC Development]     A --&gt; E[Operating Unit Manager East EOC]     C --&gt; F[EOC Scheduling Planner]     C --&gt; G[EOC Scheduling Call Assistant] </pre>	

### **Other key relationships**

Internally: regular working contact with EOC staff, EOC OUMs, Head of EOC Development, Head of EOC Systems, ROMs, the Associate Director of Operations, the Director of Operations and Production Managers. Occasional contact with finance, HR, tactical and strategic commanders.

## **5. Duties & Responsibilities**

### **Scheduling**

Will be accountable for the effective planning of staff against forecasts taking into consideration both the art (knowledge and experience of possible impacts such as weather, events etc) and the science (known specific changes to forecasts).

Must be able to orchestrate large scale abstractions or manage the potential fall-out of potential performance impacts (such as planned system maintenance) with limited notice, minimising the potential for negative impacts on the EOC.

Horizon scans for future developments that may impact on scheduling of EOC staff over the course of a 1-2-year period and take appropriate action to mitigate the effects.

Will formulate plans for up to 1-2 years in advance and ensures that all plans are adjusted to work alongside each other, avoiding conflicts and ensuring timely delivery – plans may cross boundaries with field operations and HR.

Undertakes regular audits of future planning to ensure planned hours are aligned with predicted demand and undertake historic audits to see if trends are developing in changing demand.

Will utilise all available data sources to understand the cause behind changes in demand and trends and ensure that issues identified are highlighted to the relevant areas to ensure mitigations or resolutions can be put in place.

Responsible in-line with the other senior leadership of EOC for authorising changes to the scheduling of staff including abstraction and accountable for the impacts this may have on performance.

Uses non-standard thinking to devise methods of encouraging staff to come to work on overtime (whether through incentive shifts or similar).

Establishes the need for rota reviews and carries them out involving all key stakeholders using a variety of communication and consultation

approaches. Implements the outcome of rota reviews effectively using Prince2 methodology.

Writes and presents regular reports on scheduling areas (such as abstraction, annualised hours, planning vs demand, forecasting, long-term sickness, operational hours etc).

Reports on best practice and learning from scheduling and project activities, ensuring a consistent message to all stakeholders across the Trust.

Contributes to and develops plans for key events and periods in the year.

### **Business**

Maintains regular and effective communication involving complex, sensitive and contentious topics with the EOC senior leadership team, the EOC management team, EOC staff, union representatives and other key stakeholders as required.

Presents information to large groups of senior managers or staff that may be complex, sensitive or contentious in nature.

Will be required to take a range of complex data, opinions and requests, often conflicting, analyse them and make an appropriate judgement.

Will be responsible for developing the EOC scheduling service to ensure effective delivery of requirements and achievement of performance.

Will write and update policies related to the scheduling of EOC staff and input on trust wide policies related to annual leave, overtime, relief, annualised hours and similar.

Ensures initiatives remain aligned to the business needs and strategy on an on-going basis.

Expected to demonstrate the ability to solve complex and diverse problems and be a decisive decision maker.

Uses the governance and information sharing frameworks in place within the organisation to effectively and safely implement change.

### **Management**

Responsible line manager for the department of EOC Scheduling within the EOC. Full line management of a team of schedulers incorporating all managerial responsibilities (recruitment, training, performance management and disciplinary action). Occasional general support for grievance or disciplinary procedures across the EOC as a whole.

Mentor develop and train staff on an on-going basis.

Provide support and guidance to new team members.

Provide senior management presence in the emergency operations centres.

Represents the emergency operations centre (EOC) leadership team at trust programme, project, governance boards and business and service delivery meetings.

Participate in disciplinary and grievance processes, as appropriate.

Ensures a timely and effective response to all complaints, clinical matters involving children and vulnerable adults, fraud, SI incidents and near misses occurring as a result of training or operational issues and that lessons are learned and any changes are implemented where shown to be necessary.

### **Finance**

Responsible for the effective management of the unit hour budget for staff within EOC and will be provided the overtime budget for all staffing roles within both EOCs, including the effective use of incentives such as double time.

### **Personal Development**

To take responsibility for their own personal development in line with the NHS Leadership Qualities Framework.

Disseminates and champions best practice and information sharing both within the trust and with peers in other similar organisations.

### **Other**

Answers non-emergency calls from other services and members of the public during times of exceptional demand (such as winter pressures) and carry out outbound calls such as comfort calls.

Participate in the on-call rota for EOC if required.

Attend EOCs as the on-call manager for incidents when called upon to do so, in order to provide EOC focussed tactical level management and communications and provide specialist advice to the strategic manager.

Undertake any other work commensurate with the grade of the post.

### **Values**

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**. Post-holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

### **Safeguarding Children, Young People and Adults at risk of abuse and neglect**

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

### **Equality and Diversity/Equal Opportunities**

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

As a member of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

### **Corporate governance:**

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

### **Infection Prevention and Control**

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards

<p>of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008</p>
<p><b>Financial Management</b></p> <p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
<p><b>Health, Safety and Security</b></p> <p>Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.</p> <p>Promote, monitor and maintain best practice in health, safety and security</p> <p>All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions.</p> <p>In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.</p>
<p><b>Policies</b></p> <p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.</p> <p>Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.</p>
<p><b>Confidentiality / Data Protection / Freedom of Information:</b></p> <p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for</p>

disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

### Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

## PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i>	<i>Desirable</i>	<i>Assessment</i>
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none"> <li>• Application Form (App)</li> <li>• Interview (I)</li> <li>• Assessment (Ass)</li> </ul>
<b>Qualifications/ Training</b> What should the candidate have already attained?	The post holder is required to have specialist knowledge and practical experience acquired through a combination of in-depth experience and academic, professional or business management qualifications equating to degree level.  Hold a recognised management qualification.  Hold or be working towards a master's degree in management or other relevant area.		

<b>Knowledge</b> What particular knowledge should the candidate already have?	Highly developed, specialist knowledge of operations, in particular the emergency operations centres.  Knowledge of critical and scheduling systems and how they are operated.		
<b>Experience</b> What previous type of experience should the candidate have?	Incident command as an operational or tactical commander.  Comprehensive experience of translating strategic goals into effective and achievable plans, monitoring progress and outcomes.  Relevant management experience.  Relevant emergency operations centre experience.  Experience in managing teams effectively.  Experience and understanding of performance management.  Experience in scheduling / planning and rota design.	Project management  Experience of conducting serious incident investigations.  Experience and understanding of PRINCE2 methodologies.	
<b>Skills</b> What particular skills should the candidate already have?	High standards of written and oral communication.  Ability to work under pressure and meet deadlines.  Has highly developed influencing and negotiating skills.  Ability to communicate highly sensitive, conflicting and possibly contentious information to a challenging audience.  Excellent report writing skills.  Experience of dealing with confidential or politically sensitive correspondence or requests for information.		

	Keyboard skills.		
<b>Personal Qualities</b>	<p>Ability to work independently with only strategic direction.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>Committed to promoting diversity and equal opportunities.</p> <p>Acts as a role model for openness and inclusion.</p> <p>Has personal integrity.</p>		
<b>Other</b>	<p>On-call requirement for the scheduling team.</p> <p>Willingness to drive between sites and to other trusts or suppliers as required.</p>		

**NOTE:** Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	
Reviewed By:	



**JOB DESCRIPTION**

**Job Title: Clinical Scheduling Assistant**

<b>Accountable To:</b>	Production Team Manager
<b>Responsible To:</b>	Production Team Manager
<b>Level of Accountability</b>	The post holder will be supervised and work to agreed procedures, with regular review and monitoring meetings.
<b>Band</b>	3
<b>Key Relationships</b>	Scheduling (Production) Team Members; Operational staff.
<b>Job Purpose:</b>	<p>To undertake the Clinical Scheduling within the designated Areas in relation to the agreed standards. To ensure the delivery of Clinical Scheduling is of the highest quality within agreed policies and procedures;</p> <p>To Assist whilst on shift for coordinating an effective Clinical Scheduling function in liaison with the Scheduling Officers &amp; Production Managers. To liaise with all relevant SECAMB departments to ensure the effective delivery of service is maintained.</p>
<b>Key Duties:</b>	<ol style="list-style-type: none"> <li>1. Assist in the Management of the delivery of 100% of planned resources against agreed demand profiles within designated Operational Areas and liaise with staff and Operational Managers to ensure rotas are planned and populated appropriately;</li> <li>2. Assist in monitoring staffing requirements within designated Operation Areas in liaison with the Operational Managers;</li> <li>3. Assist in the rostering of the training/educational requirements within designated Operation Areas in liaison with Learning and Development and other relevant parties;</li> <li>4. Input Abstractions within designated Operational Areas in line with Trust policies and procedures ensuring that appropriate records are kept;</li> <li>5. Ensure that agreed procedures are followed in relation to the Trusts Attendance Management Policy while on shift;</li> <li>6. Ensure that the Trusts computerised rota system is used appropriately in line with all Trusts policies and procedures and the data held within the system remains confidential;</li> </ol>

	<p>7. In consultation with Production Managers prioritise use of own time and resources to ensure the best interest of the Trust and of staff are observed;</p> <p>8. Support the Production Manager to ensure the SECamb Resource Escalation Action Plan (REAP) is followed in full;</p> <p>9. Ensure effective liaison with other Clinical Scheduling (Production) Team members is undertaken as required;</p> <p>10. Maintain effective working relationships with all departments within the Trust;</p> <p>11. Ensure that you promote and comply with the standards of the Improving Working Lives initiative;</p> <p>12. Be flexible within the role and undertake other duties that are required and are commensurate with this role.</p>
<b>Corporate Governance</b>	<p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Promote the vision, values and goals of the organisation.</p>
<b>Performance Management</b>	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p>
<b>Health, Safety and Security</b>	<p>Manage health, safety and security issues in own area of responsibility.</p> <p>Work safely, including being able to select appropriate hazard control and risk management, reduction or elimination techniques in a safe manner and in accordance with health and safety legislation.</p> <p>Select appropriate personal protective equipment and use it correctly if required.</p> <p>Establish safe environments for practice, which minimise risks to service users, those treating them and others, including the use of hazard control and particularly infection control.</p> <p>Apply appropriate moving and handling techniques.</p> <p>All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.</p>

<p><b>Policies</b></p>	<p>The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.</p> <p>Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECAMB policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.</p>
<p><b>Values</b></p>	<p>The Clinical Scheduling Assistant will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care i.e. Care, Compassion, Competence, Communication, Courage and Commitment.</p> <p>The Clinical Scheduling Assistant will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.</p>
<p><b>Equality and Diversity/Equal Opportunities</b></p>	<p>Promote equality of opportunity and diversity in own area of responsibility.</p> <p>Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity.</p> <p>Indicate an acceptance of, commitment to and promotion of the principles underlying the Trust's Equal Opportunities Policy.</p> <p>The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups. Individuals (including volunteers, contractors and temporary workers) must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws. Similarly all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.</p>
<p><b>Confidentiality / Data Protection / Freedom of Information</b></p>	<p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998.</p> <p>Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.</p>

<b>Review</b>	This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder

**Reviewed by Jerry Hillman-Smith January 2017**

### Personnel Specifications

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Physical Make-up</b>	Smart Appearance	
<b>Attainments</b>		<p>A good working knowledge of SECAMB policies and procedures.</p> <p>Knowledge of GRS roster management system.</p>
<b>Knowledge/ Skills</b>	<p>Excellent interpersonal and communication skills.</p> <p>Appropriate assertiveness.</p> <p>High level of computer literacy to include Microsoft Excel and other Microsoft programs.</p> <p>Effective problem-solving.</p> <p>Ability to prioritise effectively.</p> <p>Attention to detail.</p> <p>Confidentiality.</p>	Reasonable knowledge of demand analysis.
<b>Disposition</b>	<p>Resilient and flexible.</p> <p>Able to work shifts as required including Bank Holidays and weekends dependant on business need.</p> <p>Able to attend external courses as needed to undertake job role in full.</p>	Willing to study for CPD.



South East Coast Ambulance Service



NHS Foundation Trust

## JOB DESCRIPTION

<b>1. Job Details</b>	
<b>Job Title:</b>	Unsocial Hour Co-Ordinator
<b>Pay Band:</b>	Band 5
<b>Reports to (Title):</b>	Head of Planning
<b>Accountable to (Title):</b>	AD Operational Support
<b>Responsible for (Title/s):</b>	No formal line management responsibilities
<b>Location/ Site/ Base:</b>	Trust HQ
<b>2. Job Purpose</b>	
<p>The Unsocial Hours Co-ordinator is responsible for providing expert advice as a subject matter specialist overseeing the administration and payment of unsocial hours in line with Agenda for Change and Trust policies, procedures and guidelines.</p> <p>The post holder acts as the Trust's specialist expert in the interpretation and application of Agenda for Change unsocial hours provisions, offering authoritative guidance to managers and staff on complex or non-standard scenarios.</p> <p>Will lead on minor service improvement initiatives relating to unsocial hour calculation process and system accuracy.</p> <p>The post holder functions as the first-line system administrator for the Workforce Management System (GRS), following standard operating instructions and ensuring the integrity of data.</p> <p>They will deliver face-to-face and virtual training to scheduling teams and managers, ensuring the effective use of the Trust's Workforce Management System for accurate recording and reporting of worked unsocial hours.</p> <p>The post holder will work independently to investigate and resolve complex unsocial hour issues, exercising specialist judgement within Trust and Agenda for Change policies.</p>	

The role includes the analysis of complex data sets and application of Agenda for Change terms and conditions and Trust policies to ensure accurate and compliant payments for staff across the Trust.

The post holder will identify, investigate and rectify variances in recorded data, escalating only cases that require policy interpretation beyond their specialist remit.

They will act as the Trust's expert point of contact for all unsocial hour related queries and attend internal and external meetings to provide specialist advice.

The post holder is responsible for communicating all variations of individual payments to the relevant internal and external payroll teams.

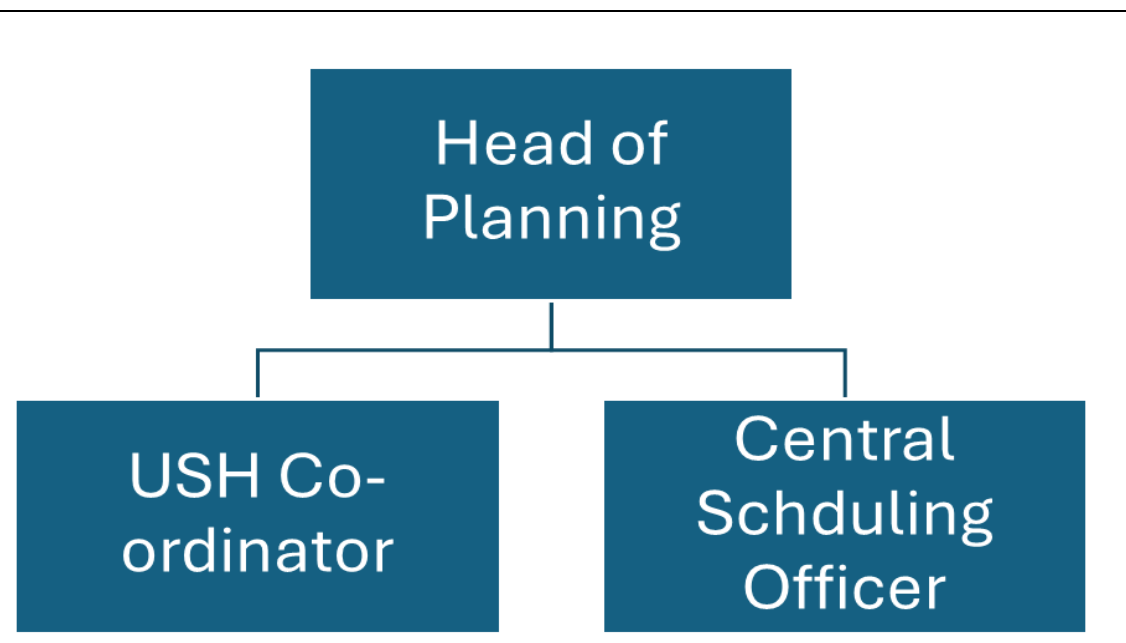
The policy holder will have in-depth knowledge of Agenda for Change for unsocial hours and the application of complex roster patterns.

The policy holder will ensure Trust-wide compliance to Agenda for Change unsocial hour policy, contributing to internal audit processes and implementing corrective actions where required.

### 3. Role of Department

The Unsocial Hours function ensures accurate recording, interpretation and payment of unsocial hours for all staff groups, supporting the Trust's workforce management, financial governance and operational efficiency.

### 4. Organisation Chart





## **5. Duties & Responsibilities**

- Accurately upload roster and staff information from a variety of sources onto the Trust Workforce Management System (GRS) to ensure the delivery of planned hours to meet the needs and demands of the patient, ensuring compliance with Working Time Directive (WTD) and Agenda for Change (AfC) Terms & Conditions.
- Responsible for ensuring that information on the system is recorded accurately and consistently to agreed standards within relevant policies and procedures.
- Provide a range of information to local management teams about hours worked, absence reports, resourcing (retrospectively and planned) from the Workforce Management System (GRS) and other Trust information systems (e.g. Tiresias and Power BI) as required.
- Work closely with the trusts Leadership Team to ensure scheduling of staff meets the Trust performance and budgetary objectives, while at times being required to work with minimal supervision.
- Function as a first point of contact for staff enquires related to scheduling system and unsocial hours issues and support the member of staff in achieving a resolution to the issue.
  
- Administration of Annualised Staff hours to ensure they are correct, on-track, and in line with their individual Trust contracts, providing quarterly progress report to each individual Annualised Staff member and relevant management team.
- Engage in the planning and design of new rota patterns, collaborating with staff and managers to find best outcomes and most effective solutions.
- Liaise with HR teams and line managers as required to ensure accurate records are maintained of staff contracted working hours and unsocial entitlements/payments.
- Provide accurate and timely records to external payroll of unsocial hours payments required.

- Calculate any individual payment corrections for unsocial hours and liaise with the external payroll provider to apply.
- Undertake tasks while intermittent interruptions occur during the working day, requiring the post holder to move from one activity/tasking to another as and when required, and then back again.
- Provide support and guidance to all users of the trust workforce management system.
- Provide first line system administrator for the workforce management system following standard operating instructions/systems.
- Participate fully in Performance and Development Reviews (PADRs) and one to one meetings with line manager as required.
- Provide expert support and guidance to managers within the trust on the interpretation of Agenda for Change, being the subject matter expert on the applications of unsocial hours.
- Provide initial training to staff on the use of the workforce management system as required.
- The post holder will complete any other duties commensurate with their role and banding.

### **Values**

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

### **Safeguarding Children, Young People and Adults at risk of abuse and neglect**

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

### **Equality and Diversity/Equal Opportunities**

The Trust recognises the need for a diverse workforce and is committed to

Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

### **Corporate governance:**

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

### **Infection Prevention and Control**

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

### **Financial Management**

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.

Act within Standing Orders and Standing Financial Instructions of the Trust.

### **Health, Safety and Security**

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

### **Policies**

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure

that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

### **Confidentiality / Data Protection / Freedom of Information:**

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other

health service business in accordance with the Data Protection Act 1998.

Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data

Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

### Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the postholder.

Date Reviewed:		
Reviewed By:	Manager:	Signature
	Postholder:	Signature:

## PERSON SPECIFICATION

<i>Factors</i>	<i>Essential</i>	<i>Desirable</i>	<i>Assessment</i>
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none"> <li>• Application Form (App)</li> <li>• Interview (I)</li> <li>• Assessment (Ass)</li> </ul>
<b>Qualifications/ Training</b> What should the candidate have already attained?	<ul style="list-style-type: none"> <li>• English and Maths at Level 2 or equivalent.</li> <li>• Educated to Level 5 (Foundation Degree) OR equivalent specialist experience.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Evidence of continuing professional development.</li> <li>• Evidence of a training/teaching qualification.</li> </ul>		
<p><b>Knowledge</b> What particular knowledge should the candidate already have?</p>	<ul style="list-style-type: none"> <li>• In-depth knowledge of NHS Agenda for Change unsocial hours rules.</li> <li>• Working knowledge of the NHS Electronic Staff Record (ESR)</li> <li>• Understanding of rostering principles and scheduling processes within the ambulance sector.</li> <li>• Knowledge of Working Time Regulations (WTR).</li> <li>• Strong working knowledge of Microsoft Office and analytical tools.</li> </ul>		
<p><b>Experience</b> What previous type of experience should the candidate have?</p>	<ul style="list-style-type: none"> <li>• Experience working with workforce management systems such as GRS.</li> <li>• Experience of independently resolving complex pay or roster discrepancies.</li> <li>• Experience in producing detailed analytical reports and presenting findings to senior staff.</li> <li>• Experience of working with staff and managers across all levels of an organisation.</li> <li>• The ability to interpret Agenda for Change terms and conditions and apply it to varied operational scenarios.</li> <li>• Detailed knowledge of interpreting workforce systems such as Global Rostering System (GRS)</li> </ul>		

<p><b>Skills</b> What particular skills should the candidate already have?</p>	<ul style="list-style-type: none"> <li>• Excellent written, verbal and interpersonal communication skills.</li> <li>• Ability to analyse complex data and interpret national AfC policy.</li> <li>• Strong organisational skills with the ability to work autonomously.</li> <li>• Ability to problem-solve and prioritise work under pressure.</li> <li>• Persuasive, motivational &amp; negotiating skills to be able to present information to all levels of staff &amp; external stakeholders who may have barriers to understanding &amp; acceptance of information provided.</li> <li>• The ability to negotiate through highly developed interpersonal &amp; communication skills in situations that may become hostile, emotional or antagonistic due to a lack of understanding or willingness to except change.</li> <li>• Experience in working independently to resolve complex pay and roster discrepancies.</li> </ul>		

	<ul style="list-style-type: none"> <li>Experience in producing analytical reports for senior managers.</li> </ul>		
<b>Personal Qualities</b>			
<b>Other</b>			

**NOTE:** Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	30-01-26
Reviewed By:	JE Team