

Site Supervisor Job Description

JOB TITLE: Site Supervisor

ACCOUNTABLE TO: Contracts Manager

LOCATION: SE1, London

HOURS: Monday – Friday 09:00 – 18:00

SALARY: £22,500 – £24,000 per annum

Main Purpose of Role

Reporting to the Contracts Manager, the role requires a background from a customer facing service provider, ideally in a relevant public sector. The role is responsible for liaising with Trust staff and ambulance crews on patient transport related issues, making Control/dispatch aware patients are ready to be collected via the company's system, making sure patients are comfortable and have their needs attended to and managing day to day problems appropriately.

Geographical knowledge of the Southeast is essential and previous experience of Cleric system is highly desirable. The job role holder will be expected to provide the business with a high standard of service that maximises the professional working relationship between the company and the NHS. Both sites are extremely busy and fast paced, therefore the ideal candidate will be able to manage and prioritise tasks.

All successful applicants will be subject to an enhanced DBS and previous employment referencing.

Main Tasks and Responsibilities

- Checking the daily planned workload and co-ordinating with relevant stakeholders about any identified changes
- Keep patients updated at all times and advise of any issues
- Liaise with ambulance crews to resolve any issues
- Daily inspection of Crew Ambulances on site – ensuring compliance with IPC's
- Liaise with internal departments when required
- Liaise and attend meetings with external stakeholders on the site and deal with any issues that may arise
- Manage patient and trust queries in an efficient and professional manner
- Co-ordinating with Controllers on any issues
- Familiarisation with the daily planned schedules and reporting any problems to Head Office or the Trust as appropriate
- Be the direct line manager for Porters based at the site (if applicable)
- Be the intermediate line manager for all Ambulance Care Assistants based at the site
- Acting as a supervisor for Ambulance crews and ensuring adherence to company standards and procedures
- Raising any persistent or difficult problems to the operations/ contracts Manager

- Liaising with wards/departments in the hospital to assess patient mobilities and downgrade were applicable to ensure efficiency of resources and reduce wait times.
- Acting as the company contact on the resolution of non-adherence to operational procedures.
- Liaising with porters to ensure patients are attending correct departments

Personal Specification

- Experience within patient transport is highly desirable
- 2 years experience within a relevant public sector/public or patient facing environment
- Demonstrable experience of managing a team
- Highly patient focused approach
- Experience with Cleric highly desirable

Benefits

- Access to our employee assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme and Employee of the month scheme
- Company events
- Company pension scheme
- 28 days holiday including Bank Holidays per year