

Controller Job Description

JOB TITLE: Day Controller

ACCOUNTABLE TO: Control Room Manager

LOCATION: Stone Castle, Greenhithe, DA9 9XL

SALARY: Depending on Experience

HOURS: 4 on 4 off between Monday – Sunday (7am - 7pm) 38.6 HOURS PER WEEK

We are a CQC registered non-emergency ambulance service providing transportation for NHS trust patients. We are currently looking for a Controller to join our team in Greenhithe. The ideal candidate will be from a highly pressured transport control background who has knowledge of the sector. Extensive geographical knowledge of the South East is essential and previous experience of cleric is highly desirable. The successful Controller will have excellent organisational skills, perform well under pressure and be able to communicate professionally at all levels. 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.

Responsibilities and Duties

- Manage a number of vehicle events at any one time
- Keep patients updated at all times and advise of any issues
- Liaise with internal departments and external stakeholders
- Manage patient and trust queries in an efficient and professional manner
- Checking the daily planned workload and co-ordinating with relevant stakeholders about any identified changes
- Monitoring the service provided to ensure all standards are exceeded and first-class patient service is provided
- Checking paperwork and dealing with/amending any errors
- General administration duties
- Allocation of work and resources for the patient transport service

Personal specification

- Experience of Cleric (highly desirable)
- 2 years experience within patient transport
- Ability to demonstrate initiative and logical approach to work
- Adapt approach depending on the needs of the patients
- Strong work ethic and willing to go extra mile
- Able to work both individually and in a team
- Ability to multi task whilst under pressure
- Excellent attention to detail
- Experience of using internal IT systems to a high standard
- Common sense and able to demonstrate a sense of ownership Duties

Due to the nature of the industry flexibility is crucial therefore the post holder may be required to work additional or amended hours. To be considered for this role, please apply today

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
- Employee of the month scheme
- Company events
- 28 days holiday including Bank Holidays per year

The post holder will be required to work weekends and public holidays as part of your shift pattern.