**Role Profile**

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| Job title | Senior Patient Services Team Leader |
| Reports to | Patient Services Manager  |
| Grade  | TBC |
| Location | Glasgow |

**Role Purpose**

* Achieve optimum performance in given therapy areas through direct line management of Team Leaders
* **Facilitate, motivate, and manage the performance of the team in line with business objectives and customer Service Level Agreements**
* **Collaborate with the Patient Service Manager to achieve effective solutions and proactively promote the performance of Patient Services internally and externally**

**Accountabilities**

* Daily execution of best-in-class service delivery of Key Performance Indicators (KPI’s) as established by the Patient Services Manager and Head of Patient Services
* Monitor team performance and manage performance to ensure SLA’s are maintained and delivered
* Collaborate with peers to ensure consistency in delivery of SLA’s
* Lead the team to ensure achievement of department targets and objectives as defined by LPCH
* Conduct regular 1-2-1’s and reviews with team members promoting a culture that adheres to the iCare values and opportunities for development
* Conduct absence management activities and Return to Works in line with company policy
* Understand and cascade key messages effectively to team members ensuring engagement
* Act proactively in operational ownership of solutions to improve service to customers and patients
* Ensure team adhere to policy and instruction and prioritise patient and customer focus
* Make informed ‘real time’ recommendations to Patient Services Therapy Manager on operational issues, taking account of customer needs, delivery against Key Performance Indicators and budgetary constraints
* Work on own initiative consulting with colleagues where appropriate to ensure consistency and referring to Patient Services Manager and others as necessary

**Experience and Qualifications**

* Demonstrable experience within a call centre background gained within a healthcare / patient focussed environment
* Experience of working within a multi-agency environment
* Strong interpersonal skills with the ability to grow, lead and motivate a team and manage stakeholder relationships
* Possession of general IT skills including spreadsheet preparation and management
* Demonstrable positive and proactive traits with a willingness to take reasonable risks
* Track record of remaining calm under pressure, good decision making and prioritise

**Behaviours**

The success of LPCH is reliant on strong leadership, someone who constantly challenges process and looks for continuous improvement inside their department working collaboratively with all areas of the business to optimise the Patient Experience. The candidate will be able to demonstrate sound judgement and decision making; inspiring and empowering their teams. Typically, they will demonstrate:

* Integrity
* A customer centric approach
* Respect to others
* Inspires Excellence
* Skilled at different methods of communication

**Role Scope**

Responsible across Patient Services, designated therapies

**Financials:**

* 0

**Non-Financials:**

* Business throughput servicing 95,000+ Patients
* Number of appointments with number of incoming calls per annum

**Key stakeholders:**

* Patient Services Management Team
* NHS & Pharma Account Managers
* Patients and Customers
* Pharmacovigilance Team
* Nurse Scheduling Team
* Warehouse & Dispensing Unit
* Transport Teams

**Organisation Structure**

This role profile is a written statement of the essential characteristics of the job, with its principal accountabilities, skills, knowledge, and experience required. This is not intended to be a complete detailed account of all aspects of the duties involved.