

HAIBB Job Description

Controllers

Role Purpose:

To be the point of contact for a client call out, and to manage and co-ordinate the rider(s). To monitor the call out from receipt of the call to the rider returning home.

Role Focus:

- To ensure an effective and efficient point of contact for the NHS person initiating the call out
- To manage the collection and delivery of the package, whilst keeping the NHS informed of progress
- To ensure the safety of the riders.

Key Responsibilities:

- To be the point of contact between the NHS and HAIBB during any demand for service
- Deciding whether the call out is in line with our commitment (SLA) to the NHS
- To manage the allocation and call out of the duty rider(s)
- To liaise between riders when multiple riders are involved ... co-ordinating handover of product
- Arranging collection and delivery of product with the collection and delivery points
- Monitoring the progress of riders during a call out, and ensuring their safety at all times.
- Being available throughout any shift to which they have been allocated.
- Ensuring the safe return of the rider to his/her home at the end of a call out
- Maintaining written records of any call out, and passing those to the Operations Manager at the end of a shift.

Key Relationships:

- Operations Manager
- All HAIBB Riders
- NHS points of contact
- All Board Members

Line Manager: The Operations Manager

Reporting to: The Operations Manager

Role Duration: Subject to Annual Review

Capability Profile

Skills	Essential	Desirable
Good Communication Skills, written and verbal	X	
Good self management and organisational skills	X	
Reliable, committed and calm under pressure	X	
Available 24/7 during the hours of duty	X	
Be confident in the use of IT	X	