

**Title:** 365 Coordinator (6 month Secondment)

**Accountable to:** Operations Manager

**Hours:** 35 hrs p/w 3pm – 10pm Mon – Sunday rota basis (5 out of 7)

**Location:** Cardiff & Wrexham

**Salary:** 19,695 (6 month secondment – possible extension)

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### Job Summary:

The Operational 365 coordinator is an additional function to the existing ETA/PTA role and must not be underestimated as to the important part they will play within St John by ensuring staff and vehicles are managed and fully operational on a daily basis. The role will require at least three days "office time" to carry out duties, additionally you will be expected to operate as road crew in both North Wales and Cardiff as required. During weekends you will also be expected to liaise with the National Events Manager to provide support for any volunteer incidents / issues. At the end of the 6 month secondment the post may be extended or made permanent depending on the requirements of the organisation. If there is no business need to extend further you will revert back to your substantive post.

### Key Duties:

- To provide a key contact/focal point for 365
- Use of 365 portal to quote for work
- Access to 365 portal to update information relating to work carried out.
- Liaise with Key staff members at St John Operational Centre/NHQ
- Liaise with Key staff members at 365
- Liaise with Key staff members at WAST
- Managing rotas for North Wales UCS/365

- Assisting National events team
- To ensure that the welfare of the local staff meet the required standards
- To support the office and on-call staff with requests for ambulance services
- To assist the office and on-call staff with any ongoing staff issues (sickness cover, etc)
- To provide support for "on-call staff" at local incidents/accidents, etc
- Liaise with NHQ, OPC and St John Cymru-Wales County's and Divisions
- To ensure vehicles are clean, fully stocked (as appropriate) and essential equipment is in date and presented to a high standard.
- To ensure that local staff promote a positive image of St John in terms of attitude, appearance and cleanliness.
- Investigation of any adverse incidents relating to North Wales 365/UCS work

### Associated Duties:

1. Ensure that all staff are fully operational and meet the operating requirements of St John
2. Assist with the management of the daily staff
3. Ensure that all vehicles & equipment, at the designated St John operational hub's are cleaned thoroughly and effectively to clinical and policy standards in a timely manner.
4. To ensure that staff carry out vehicle cleaning duties as per the procedures and policies.
5. Check that medical equipment is within service date and re-stock vehicles with supplies and medical equipment as appropriate and when necessary
6. Monitor stock usage and re-order as necessary utilising and documenting this as per policy and procedures in place to manage efficient and cost-effective stock control.
7. Organise and collate the WAST/365 booking forms, mileages, PCR's and the St John
8. Completing all the relevant paperwork
9. Ensure the safe transit and security of all items in the St John Operational Hub including but not limited to stores, controlled drugs, paperwork, post, PCR's, PFR's, mobile phones and any IT equipment.
10. Be aware of own and others role and responsibilities within Operations department in order to work as an effective complementary part of the team.
11. Be proactive in identifying and providing solutions to issues encountered within the role and assist with continuously monitoring and improving its service level standard.
12. Carry out any other duties commensurate with the post as directed.

13. Use any equipment and devices necessary to carry out duties efficiently and to the agreed standard.
14. The collection and delivery of vehicles according to planned events from ambulance

### **Health & Safety:**

1. To take reasonable care for own health and safety and that of others who may be affected by the all actions at work.
2. To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.
3. To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others or to St John.
4. As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to St John.
5. To identify and report actual or potential hazards/risks in the work environment in accordance with St John policies.
6. To participate in briefing/training sessions and carry out agreed measures and duties
7. Take immediate action to minimise risks where it is reasonably practicable to do so.

### **Records management, confidentiality and security of information:**

1. To adhere to St John policies and procedures in relation to creating, storing and handling of records and other information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.
2. To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring 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 1998, and records management guidance.
3. To maintain confidentiality of patient-identifiable personal data.

**Note** - The team leader will be provided with a St John mobile phone for use only with the business.

## Person Specification:

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Criteria:	Essential:	Desirable:	Assessed By:
<b>Education/qualifications:</b>			
Emergency Transport Attendant Qualification		√	Application Form
Patient Transport Attendant Qualification	√		Application Form
Relevant Professional qualification equivalent to NVQ 3/4		√	Application Form
<b>Experience:</b>			
Experience in working in Service Delivery sector.	√		Application Form/Interview
Experience of working with teams of people.	√		Application Form/Interview
Experience of dealing with customers/suppliers.	√		Application Form/Interview
Welsh speaking		√	Application Form/Interview
Intermediate IT skills including Microsoft Word, Excel, PowerPoint and Outlook	√		Application Form/Interview
E-mail/Letter writing	√		Application Form/Interview
<b>Skills, knowledge and abilities:</b>			
Excellent communication and interpersonal skills	√		Interview
Ability to work on own initiative	√		Interview
Ability to work as part of a team	√		Interview

Report writing	√		Interview
Time management	√		Interview
Motivational skills	√		Interview
<b>Personal Attributes:</b>			
Dynamic/pro-active/passionate about making a difference	√		Interview
Resilient and adaptable and able to work well under pressure and thrive on being given challenges and responsibility	√		Interview
Able to demonstrate commitment to St John's values and behaviours.	√		Interview
Good leadership and communication skills	√		Interview
Full UK Driving Licence	√		Application Form/Interview
Willing to work evenings and weekends	√		Interview