



Job Description

Job title: Operations Coordinator

Reports to: Operations Manager

1. Main purpose of job

EAAA operates a 24/7 HEMS operation across East Anglia. The Operations Team Coordinator plays a key role in ensuring and maintaining operational capability and effectiveness through day-to-day supervision of the Operations Team. The role will support the operations, clinical and aviation stakeholders in the delivery of their function. Through support and governance structures the Operations Team have a significant impact on the provision of high standards of patient care by the Clinical Teams.

2. Main duties/responsibilities

- Support the Operations Manager in the delivery of the HEMS service through day-to-day supervision and coordination of Operations Team duties and tasks across both EAAA bases. This will require a thorough functional understanding of their roles and responsibilities.
- Undertake regular operations on-call responsibilities, providing dedicated guidance regarding operations and estates issues outside of normal working hours.
- Coordinate all clinical duty rostering to ensure maximum operational cover. Plan any clinical staff supervision alongside the operational rota fulfilment. Ensure compliance with rota rules and fatigue management policies. Autonomously approve annual and study leave for clinical staff, within current guidelines.
- Manage the reconciliation of hours claimed against pay for the contracted EAAA clinical staff.
- Control and monitor on-call rotas including: the Consultant on-call, Operations on-call, POCUS on-call and EXT on-call rotas ensuring documents are produced monthly for payroll.
- Undertake incident investigations within areas of responsibility using the appropriate processes (currently the DATIX risk management information system). Take appropriate mitigation by implementing control measures reducing both the impact and frequency of incidents.
- Under the direction of the Operations Manager work within operations and other departments to deliver projects which have a significant impact on the charity and its objectives.
- Guide and suggest operational development and policy change based on experience and interpretation of events in order to maximise efficiency of the operations team and their impact on the role of the charity. Produce and be the named author for operations SOPs when required.

- Be responsible for controlled drugs (CDs) stock maintenance, handling, ordering and accounting for adhering to the misuse of drugs act and department of health guidance. Liaising with hospital pharmacies and pharmaceutical companies to maintain the EAAA stock of CDs and maintain stock resilience in line with the medicine management policy.
- Supervise and coordinate the stock maintenance of medical equipment, drugs and PPE at both bases. Under agreed budgetary limits, be able to order and approve procurement requests by Operations Team staff and where required track expenditure.
- Ensure alternative products and manufacturers are sought to ensure robust and resilient supply chains. Develop and maintain relationships with key stake holder suppliers, partner agencies and charities to achieve this resilience.
- Coordinate and supervise all Operations Team aspects of courses held and run by EAAA, currently including: PHEM, POCUS, SPEAR, ALS and surgical skills courses for internal and external candidates, including partner pre-hospital care organisations.
- Ensure the warranty, maintenance and use records concerning electrical medical equipment (EME) are correctly maintained and adhered to. Be able to work on own initiative and take appropriate action with issues found in an expeditious manner.
- Monitor and maintain a programme that ensures daily, weekly, monthly, annual audits and checks are carried out in a timely responsible fashion.
- Coordinate and produce compliance reports providing evidence for CQC purposes. Monitor, provide timely access to and present any evidence when required during and in advance of CQC visits which may be planned or spontaneous.
- Plan, implement and coordinate the on boarding of new operations and clinical team staff in all pertinent operational aspects.
- Be the primary point of contact for key stake holders within EAAA for advice and support on routine Operations Team matters.
- Arrange observer shifts for approved personnel. Monitor and ensure the security of observer personal data in line with GDPR regulations during and following their contact with EAAA.
- The post holder will be required to work remotely at both operational EAAA bases and at times outside normal working hours through operations on-call duties.

3. General duties/responsibilities

- EAAA work as a team, this includes interdepartmental working, the Operations Team and this role are expected to, and work best, alongside others within EAAA.
- All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.

- Staff will actively promote the Charity’s commitment to equality and diversity by treating everyone with dignity and respect.
- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation’s changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity’s values (reasoned, accountable, integrity, synergy and evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.
- Reporting incidents via the Datix risk management information system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge. The post holder may be required to work at any of the Charity’s sites in line with organisational needs.

4. Person specification

Education and qualifications	
Essential	Desirable
	A good standard of English and maths. GCSEs at Grade C or above. Key Skill Level 2. NVQ level 2. or equivalent education.
	Experience and qualifications in supervising and leading teams.

Experience	
Essential	Desirable
Significant experience of working within an operations team environment.	Experience of supervising within a health care, aviation or associated operations team setting.
Experienced in working with Microsoft Office products: Microsoft Word, excel, outlook, PowerPoint.	Experience with PowerApps, Power Automate and Power BI.
Experience in developing and producing SOP's and system processes.	An understanding of clinical governance structures.
Knowledge and skills	
Essential	Desirable
Confident communicator (both written and oral).	Team leadership or supervision.
Full UK Driving licence and transport.	
Flexible and adaptable approach due to the nature of the position.	
The ability to multitask and prioritise.	
Possess strong people skills and be able to interact with colleagues and partners at different levels.	Team Leadership, supervision experience and development.
Resilience and good sense of humour.	
Personal qualities	
Essential	Desirable
Positive and proactive self-starter.	
Good multitasker who works well under pressure in busy environment.	
Thorough and meticulous with excellent attention to detail.	
Maintains a high standard of organisation skills.	