

Service Controller

Job Level	2b	Job Reference No:	January 2024
		Role review date:	
Directorate	UK Operations	Function	Health & Local Crisis Response
Service	Health	Reports to:	Service Manager

Scale and scope of role

Direct reports	0	Indirect reports	4+
Budget responsibility/ accountability	0	Accountable for other resources	Vehicles

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

To ensure the effective and efficient day to day logistics operation within the service by coordinating the distribution of service user journeys.

Key responsibilities

Logistics Operation

- Take incoming calls from the hospitals, identifying and risk assessing referrals
- Co-ordinating the crew and allocating work to respond to the necessary elements of the service as required by service users (including transport, resettlement and sitting services);
- Manage time efficient routes on a daily basis, making effective use of resources in order to meet service user requirements.
- Ensure the contracted service is delivered on a timely basis to the required standard in line with policies and procedures.
- Work and support other services within the area to maintain a “hub” approach to service delivery.
- Treat all callers with respect, courtesy and cordiality, whilst obtaining relevant accurate information quickly
- Support the team with service delivery to cover gaps in service provision.

Vehicle management

- Responsible for ensuring the maintenance of vehicles to confirm roadworthiness.
- Supporting crews with basic vehicle checks
- Ensuring vehicles are equipped to meet service delivery requirements
- Liaison with Fleet team to arrange servicing, MOT and repair of vehicles
- Undertake driver practice observation
- Responsible for actioning reports on vehicle usage, speeding and driving quality

Management

- Indirect line management of crew whilst on shift and delivering service.
- Promote a high level of morale, ensuring the crew members remain service user focussed, always maintaining integrity.
- Ensure teams are engaged and fully understand the service goals and objectives.
- Deal with all matters which arise as first of point of contact.
- Responsible for driving observations and licence checks.

Leadership Behaviours

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate, and courageous.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none">• Enhanced – Adult workforce
Scotland
<ul style="list-style-type: none">•
Northern Ireland
<ul style="list-style-type: none">•

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential <ul style="list-style-type: none"> - Excellent customer service skills, with caring attitude towards service users and an outgoing friendly manner. - Ability to show empathy and respect. - IT literate: working knowledge of spreadsheet, email, web based and word processing software. - Communication skills with good telephone manner - Strong time management skills with the ability to multi-task and prioritise. - Ability to deal with queries in a diplomatic and confidential manner. - Good driving skills in order to carry out driver observation - To always remain calm and professional 	<p>S</p> <p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>A</p> <p>A</p>
Desirable <ul style="list-style-type: none"> - Problem solving skills with the ability to innovate and think creatively - Managing and developing yourself. 		<p>I</p> <p>I</p>	
Experience	S	I	A
Essential <ul style="list-style-type: none"> - Participation in a multi-disciplinary team environment. - Working in a health or social care environment - Working in shift/long hours - Managing staff - Planning and work load management - Working under pressure 	<p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	
Desirable <ul style="list-style-type: none"> - Transporting service users - Call handling experience 		<p>I</p> <p>I</p>	

Additional requirements			
Essential <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Due to the specific requirements of this role, a full UK driving license and driver experience is required 	S	I	
	S		
Values in Action			
Dynamic - We move forward as one team. <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. Compassionate - We stand for kindness. <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. Inclusive - We are open to all. <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. Courageous - We are bold. <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.