**Role Profile – Deputy Team Leader - Private Patients**

**Purpose:** Reporting into the Pathway Team Leader for Reception Services and Private Patients the Deputy Team Leader for Private Patients will lead and develop a team to provide operational effectiveness of the Private Patient’s Pathway, ensuring the provision of exceptional customer service whilst meeting KPI’s and targets.

**The post holder will**:

* Work closely with the Pathway team leader to ensure that targets are met
* Manage, Lead and develop the Private patient team
* Implement high standards of customer service including booking of appointments, admission dates, following strict

 departmental standard operating procedures.

* Responsible for monitoring key performance indicators and escalating concerns where necessary
* Support the strategic direction and service delivery of the function
* Demonstrate expertise and knowledge of responsible areas

Patient Administration Manager

Pathway Team Leader Reception Services & Private Patients

Deputy Pathway Team Leader Private Patients

**Key Result Areas**

* Responsible for the monitoring of contact centre service standards, i.e. telephone response times and call quality assurance.
* Maximising the utilisation of Access and treatment targets for private patients in line with departmental KPI’s.
* Ensure bookings processes and guidelines are in place across each specialty, confirming data is correctly recorded
* Effective collaboration, working with other teams and colleagues to enable service excellence.
Maintain and develop effective people management policies, procedures and practices
* Demonstrate an understanding of departmental budgetary management.
* Define and deliver continuous improvement initiatives.
* Oversee the training of new and existing Customer Services staff
* Actively learn new systems and deliver new services as required
* Process customer requests to pay for services via cheque or debit/credit cards, or process cash payments using appropriate payment facilities
* Be responsible for actively investigating and responding to formal and verbal complaints and feedback in the absence of the team leader.
* Communicate with patients and their carers verbally and in writing as and when required, using tact, reassurance, discretion and maintaining confidentiality always
* Communicate with other staff members and stakeholders (i.e. external consultants, GPs, other departments internal and external), verbally and in writing as and when required, concerning sometimes complex information, such as patient history and clinical procedures

**Skills and Experience**

Strong verbal and written communication skills ensuring tact and diplomacy across staff levels

Active leadership, ability to engage and motivate colleagues whilst managing performance and productivity.

Strong analytical and numeracy skills.

Experience of personal efficiency, time management skills and the ability to prioritise competing demands

Experience working in a customer centred environment, with managerial/supervisory experience

Experience working within a call centre environment

A positive, pragmatic and objective outlook with an approachable nature.

Guiding and motivating others to achieve agreed goals, targets, KPI’s and standards

Foster a culture of professionalism and a positive working team environment

Demonstrate honesty, integrity and ethics in the workplace

**Measurement**

Comply with the Hospital’s policy and procedures and good practice people management

Call quality monitoring to ensure continuous development

Adhere to all regulatory CQC administrative requirements

Data analysis, monitoring trends to aid continuous improvement

Comply with data protection and confidentiality in all day to day activities

Be familiar with, and work in line with the hospital’s Values.

Performance will be measured against the specific objectives, targets and KPI’s set for both the post holder and team

Comply with all mandatory and statutory training



**Values**