

Team Coach

Department: Justice and Home Affairs

Division: Combined Control Room

Reports to: CCR Team Leader

JE Reference: JHA1058

Grade: CS08

JE Date: 6/10/2021

Job purpose

To contribute to the development of an efficient and effective contact management and dispatch service to all service users of the Combined Control Room, continually improving the contribution towards people's safety and meets service needs.

To train, develop, coach and support members of the Combined Control room to continuously improve their level of performance by increasing their knowledge, confidence and ability so that they work to their full potential, identifying, organising and delivering relevant training, coaching and continually assessing the progress of each individual within the team to achieve SLAs and KPIs.

Job specific outcomes

1. Conduct supportive observations in the form of side by side coaching with a minimum of one x one hour scheduled side by side session on a weekly basis with each member of the team. Take an active role in the teaching, learning and assessment of the quality of the team member's work. Undertake and record spot checks from a range of information including, but not limited to:
 - Systems and data; Correspondence; Remote listening;to ensure both accuracy and quality of information meets KPIs.
2. Encourage the team to take ownership of their performance and follow up on agreed actions in a timely manner. Ensure each team member maintains a CPD log.
3. Ensure that new members of the team are welcomed and appropriately inducted into the People Hub Provide team members with the training required to effectively perform their role. Ensure that those employees on a Trainee Progression have a clearly documented plan and are provided with opportunities to progress at the appropriate time.
4. Support and encourage all team members to apply for opportunities to progress their career and develop skills and knowledge in other areas of the Control Room/Justice and Home Affairs. Monitor and support those team members working towards formal qualifications or formal training.

5. Support the CCR Team Leader and CCR Manager in ensuring that learnings from investigations, concerns or celebrations are reinforced through training and coaching throughout the team to become business as usual.
6. Support the Management Team (CCR Supervisor and CCR Manager) in implementing and embedding the process catalogues and training manuals.
7. Support and coach to ensure high quality data and documentation is maintained in relation to coaching, training records and skills matrix, working closely with Training and Development and Corporate Partners to ensure these are recorded and continuously reviewed, resulting in an ongoing training and development need.
8. Contribute to the implementation of recommendations of any process review, identifying opportunities to develop and improve systems including defining systems requirements, identifying technical solutions.
9. Work collaboratively with the Ambulance Audit Officer to provide additional narrative and evidence relating to identified trends.

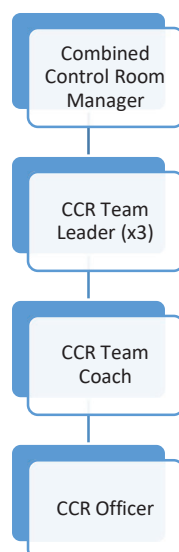
Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey Tier 5 core accountabilities attributes and behaviour indicators.

Job s Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Level 3 certificate in coaching and mentoring or have the equivalent experience in a training/coaching role.	Ideally holding or working towards CMI Level 3 qualification combined with relevant experience.
Knowledge	A knowledge and understanding of control room/customer service environments.	
Technical / Work-based Skills	A skilled trainer and coach who takes pride in working with people to help them reach their true potential	
General Skills/Attributes	<p>Ability to utilise and contribute to metrics to inform coaching and training requirements in order to drive team performance in line with KPIs;</p> <p>Ability to make judgements based on their awareness and the breadth of knowledge surrounding relevant policy/procedures, and to communicate decisions effectively with all contacts whether internal or external to the department.</p> <p>Powerful and engaging communicator with excellent motivational ability and persuasive communication skills;</p> <p>Ability to liaise professionally and assertively with both internal and external stakeholders, building good working relationships.</p>	
Experience	<p>Experienced in developing team member's knowledge and skills, working with them to assess their performance and skills, determining areas for training, coaching or development.</p> <p>Experience in identification of process improvements.</p> <p>Experience in the use of quality monitoring tools including call quality monitoring, side by side coaching, remote listening and quality assurance in order to provide feedback to develop team members.</p>	
Criteria relating to Safeguarding		