

## Head of Operational Support (Ambulance)

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<b>Department:</b>	Justice and Home Affairs	
<b>Section:</b>	States of Jersey Ambulance	
<b>Reports to:</b>	Associate Chief Ambulance Officer – Operations and Support	
<b>JE Ref:</b>	JHA1134	
<b>Grade:</b>	CS12	<b>JE Date:</b> 09/08/2023

### Job purpose

*Reporting to the Associate Chief Ambulance Officer (Operations and Support), the role is to lead and support the provision of a safe, effective, caring, and responsive ambulance service with the post holder being accountable for ensuring quality, performance and financial delivery within their area of responsibility. As a role model the post holder will be responsible for the adoption of the organisational values, ethics and behavioural standards.*

*The Head of Operational Support will provide leadership and direction for their team, being responsible for the delivery of all support services for Ambulance operations. Ensuring the coordination and provision of systems, vehicles, clinical equipment and medical consumables used by Ambulance operations staff, contributing to the development and delivery of the strategy for fleet and operations support, meeting all objectives and performance targets within this area.*

*The role operates across the Tactical level of the ambulance service supporting the Chief Officer and Associate Chief Officers in meeting the strategic aims and priorities by providing tactical input and operational expertise. Effective communication at all levels with internal and external stakeholders is a vital part of this role to deliver the long-term strategy of the Ambulance Service, to achieve and maintain the highest standards of performance.*

*The Head of Operational Support is responsible for policy creation and development, compliance, quality assurance and risk mitigation for operations and fleet support services and all relationships including Government and Non-Government departments and third-party suppliers to ensure the management and monitoring of all ambulance service assets, including scheduling equipment replacement and procurement.*

### Job specific outcomes

1. Act as a leader for change ensuring that all activities and plans are effective and in line with the latest thinking, local service developments, policy and strategy. Develop and implement policies and procedures which meet legislation, codes of practice and mandatory obligations in relation to all Ambulance Service operations, support services and fleet.
2. Implement and maintain appropriate operational support arrangements for the Ambulance Service within established guidelines, ensuring the systems and processes are in place to monitor and improve performance. Manage the service relationship with the business support functions for procurement and fleet, plan and manage procurement of medical and ambulance equipment and consumables to support operations and major incident medical management.

Working as part of the Operational Management Team to ensure all Service vehicles and resources are prepared and ready to respond 24/7 365 days per year.

3. Lead the management relationship with operational support teams who manage the fleet of vehicles for ambulance, HCS and JHA, medical equipment and consumables and the audit and control systems administration (ambulance input to CAD and Triage).
4. Management of the Ambulance Systems Officer, ensuring continued maintenance and delivery of current and future technology systems within the Ambulance Service. On behalf of the Senior Leadership Team leading on the development of strategies and plans, aligning to the States of Jersey Ambulance Services longer-term delivery of digital goals and objectives.
5. Responsible for the operational delivery of infection prevention and control through the line management of the Infection Control Operative. Ensuring compliance with all policy, procedure and governance for Infection Prevention and Control, as directed by the Clinical Governance and Risk Department reporting to the Associate Chief Ambulance Officer for Clinical Governance and Risk.
6. Lead in the development and provision of staff welfare and support systems (including TRiM) ensuring responders are safe and cared for whilst providing services on behalf of the States of Jersey Ambulance Service.
7. Accountable to the Senior Leadership Team for overall assurance of regulatory obligations and requirements, policies and procedures, relating to safety and risk. Collaborating with partners within Justice and Home Affairs and wider Government of Jersey to ensure the Ambulance Service implements appropriate mechanisms for compliance.
8. Preparation of reports detailing the effectiveness of current Ambulance Service fleet and equipment contributing to the long-term strategy for fleet provision. Working with Government departments and industry providers to prepare and write specifications for fleet vehicles contributing to the development and implementation of Ambulance Service long term Fleet strategy.

#### **Statutory responsibilities**

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

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

## Organisational structure

### Government Departments



## Organisation chart

### States of Jersey Ambulance Service



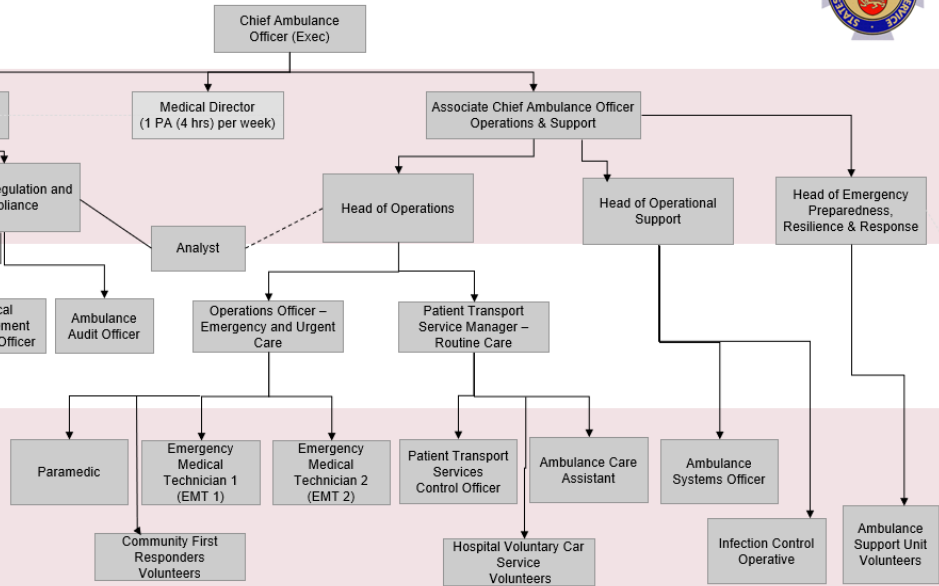
Tier 2  
Role

Tier 4  
Roles

Tier 5  
Roles

Tier 6  
Roles

2023 Proposed



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree or equivalent professional qualification and/or considerable experience within a similar role and setting.</p> <p>A recognised qualification in management at NQF level 5.</p>	<p>TRiM Manager Qualification or equivalent peer support systems experience</p> <p>Have attained or be prepared to attain further qualifications e.g., degree level in Health Management or other equivalent management qualification.</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g., the understanding of a defined system, practice, method or procedure).</i></p>	<p>Demonstrable continuous personal development including management, organisation development and change management.</p> <p>An up-to-date knowledge of how the Ambulance Service works in practice and a good understanding of the wider context in which the Ambulance Service functions.</p> <p>Knowledge of legislation, codes of practice and mandatory obligations in relation to Ambulance Service operations.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g., language fluency, vehicle license etc.</i></p>	<p>Experience in the use of computers, as well as good keyboard skills.</p>	<p>Familiarity with emergency and non-emergency Ambulance medical/operational services.</p>

<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>High level interpersonal skills, with an ability to interpret complex information.</p> <p>Ability to build relationships at all levels, strong communications skills and ability to navigate and influence across the organisation.</p> <p>Delivery of services which demonstrate value for money.</p> <p>Receiving, interpreting and analysing complex data to increase understanding, informing decision making.</p> <p>Ability to plan and prioritise conflicting demands and often unpredictable work patterns to meet deadlines whilst working under own initiative, creating clear visions and translating strategies into operational plans.</p>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Demonstrable/current senior management experience</p> <p>Experience of delivering and improving operational performance at a senior level, devising change programmes alongside negotiating and establishing effective partnerships with internal and external stakeholders.</p>	

## Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.