



Job Description

New job	
Significantly amended job	
Minor amendments from previous	X

Job title	Senior Vehicle Preparation Operative	
Reports to	Vehicle Production Manager	
Pay band	4	
Directorate	Operations	
Banding status (please tick one)	Indicative	A4C confirmed
		X

Job summary

(overview of role/remit)

The purpose of this role is to lead and motivate a team of Vehicle Preparation Operatives to prepare ambulances to the highest standards for responding to emergency calls.

The post holder will be required to supervise the delivery of different functions including cleaning, packing and driving whilst ensuring that Trust standards are met and maintained. The post holder will also be expected to undertake these tasks.

Working with the Vehicle Production Manager, the post holder will support the coordination of the Ambulance Vehicle Preparation activities of a team of Vehicle Preparation Operatives to prepare Trust vehicles to a state of operational readiness across a 7 day operational period, against a production schedule, ensuring that a prepared vehicle is in the right place and right time for every planned shift.

This role is critical in ensuring patient safety and quality of care by ensuring vehicles are operationally available and IPC compliant in a timely manner.

This role will require a hands on approach working with the Head of Fleet & Equipment and Deputy Head of AVP to ensure performance measures are achieved and operational



performance is maintained also contributing to developing new working practices that support strategic improvements.

Main duties and responsibilities (bullet points providing detail of responsibilities)

Communication & Relationship Skills

- Provide leadership and line management to a team of Vehicle Preparation Operatives.
- Act as a point of contact within the Ambulance Vehicle Preparation team for enquiries from managers, Operations Officers, Fleet staff and operational staff, which will at times require tact and persuasive skills..
- Provision and receipt of routine information which will include motivating staff, dealing with feedback and complaints from operational staff, and liaising with operational managers to ensure expectations are met.

Analytical & Judgmental Skills

- Accountable for the daily allocation of prepared vehicles for every planned shift, ensuring they are the right place at the right time. Responsible for flexing plans and identifying options in response to unplanned events.
- Responsible for supervising basic function checks of medical devices, ensuring they are within service date, and replaced as required. Responsible for identifying options when device swaps do not go as planned.
- Accountable for maintaining written or digital records of vehicles and equipment cleaned on a daily basis to allow departmental performance and compliance reporting.
- Proactive in identifying and providing solutions to issues encountered within the role and assist the department with continuously monitoring and improving its service level standard.

Planning & Organisational Skills

- Responsible for implementing the work plan for the Ambulance Vehicle Preparation team with consideration to urgency, priorities and dependencies to ensure an efficient service.



Physical Skills

- Daily use of Trust systems for the execution of role, including handheld scanners and desktop devices which requires data input.
- Selection and use of appropriate cleaning tools, materials and PPE to ensure highest standards of infection, prevention and control.
- Carry out the movement of Trust vehicles as part of the vehicle preparation process, and in the most efficient manner possible to minimise vehicle movements and associated time whilst enabling the delivery of the production schedule.

Responsibility for Client Care

- On a daily basis, deals with operational staff and Fleet, to manage queries and complaints.

Responsibility for Financial and Physical Resources

- Ensures the safe use of equipment by the Ambulance Vehicle Preparation team.
- Responsible for the stock control and purchasing of cleaning materials.

Responsibility for Human Resources

- Day to day management of a team of Vehicle Preparation Operatives.
- Support staff engagement through regular and proactive communication.
- Provide mentorship and support to all team members.
- Support the provision of staff welfare with appropriate sign posting and escalation as required.
- Provide advice and support to staff, review learning from adverse incidents and share best practice.
- Deliver annual career conversations to all team members.
- Support staff to ensure completion of all required mandatory training.
- In conjunction with the Compliance Manager, deliver local training.



- Management of employee relation issues at an informal level, including welfare, annual leave, return to work interviews, and attendance meetings in accordance with Trust Policies.
- Participate in the recruitment and selection of new staff.

Responsibility for Information Resources

- Supervises completion of work records which support the generation of important management information detailing the compliance of the service.
- Responsible for accurate data entry into the AVP workflow system.

Responsibility for Policy / Service Development

- Responsible for the safe, effective and efficient preparation of Trust vehicles to a state of operational readiness, including cleaning, refueling, minor running repairs, stocking and equipment checks, ensuring that Trust Policies and procedures are followed.
- Responsible for ensuring that Ambulance Vehicle Preparation team follow appropriate health and safety policies and COSHH requirements.
- Responsible for ensuring vehicles are restocked in line with the consumable load list check sheet and minimum/maximum stock levels, and for date checking consumables, and independently implementing corrective actions as required.
- Responsible for coordinating infection control sampling / swabbing to support Quality Assurance, undertaking quality control spot checks, and independently implementing corrective actions as required.
- Responsible for supervising battery recharging for a number of electronic devices such as hand held radios, defibrillators and mobile phones.
- Responsible for supervising vehicle inspection and minor running repairs.
- Responsible for ensuring a clean and tidy work space and maintaining a safe working environment, including the use of a floor cleaning machine.
- Responsible for ensuring the safe security and transit of all items that are transported.



- Drive all vehicles in a manner that is within the law and the Trust's driving standards, and that is not detrimental to the reputation of the Trust.
- Undertake basic vehicle roadworthy checks in accordance with the Trust's vehicle check list, and notify the Workshops of any defects or potential defects to the vehicle, however insignificant they may seem.
- Supports the introduction of new Policies into work area as directed, and feeds back on areas of difficulty and suggests improvements.

Responsibility for Research & Development

- Completes annual staff survey as well as any other departmental or Pulse surveys to support continuous development of the service.
- Responsible for completing quality control spot checks, and reporting data to contribute to continuous service development.

Freedom to Act

- Operates within clearly defined policies and procedures for the AVP service.
- Works independently most of the time, only referring to supervisor when necessary.

Physical effort

- Approximately 25% of role requires sitting and using a keyboard and display screen.
- Cleaning activity will require prolonged periods of moderate physical effort for several hours each day, including lifting and carrying of large pieces of equipment and washing and cleaning ambulances within a time pressured environment.

Mental effort

- Frequent concentration required when undertaking data entry using computer system, or when using some cleaning equipment.
- Frequent concentration required when analysing production schedule and tasking work to the team.
- Frequent concentration required when driving Trust vehicles.



Emotional effort

- Occasional exposure to staffing issues when delaing with initial reports of problems and escalating to supervisor as required.

Working Conditions

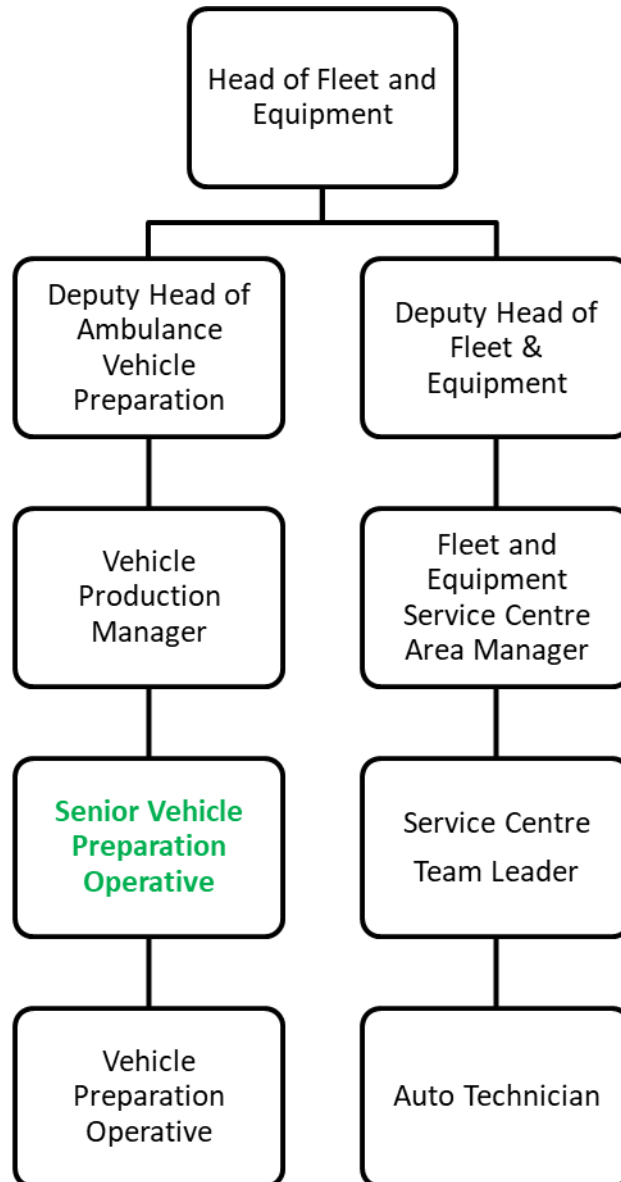
- The pattern of work involves a rotating shift pattern which includes shifts to support a 24/7 service.
- The majority of work is conducted in an open garage which is susceptible to extreme conditions of temperature. Work may also be conducted outside the garage and this would provide exposure to extremes of weather.
- The post holder will be exposed to unpleasant smells, temperature, weather and bodily fluid on a daily basis, several times a shift.
- The post holder will be required to wear Personal Protective Equipment as provided, in line with Policies and procedures, to control the spread of infection and / or to safely use substances hazardous to health.

Other Duties

- Perform such duties of either a higher or lower role as may be reasonable from time to time.
- To proactively contribute towards the development and review of training needs of self, peers and colleagues.
- Attend training courses as required, and use equipment and materials in accordance with this training.
- Report adverse incidents using the Trust's reporting system.
- Carry out any other duties commensurate with the post as directed.



Organisational Structure





Standard Role Requirements

Health and Safety

To take reasonable care for own health and safety and that of others who may be affected by the postholder's actions at work.

No smoking policy

The buildings, grounds and car parks owned or managed by the Trust are smoke-free zones and smoking is not permitted whilst on NHS/Trust premises; attending external meetings on behalf of the Trust; wearing NHS/Trust-identifiable clothing or other markings, or whilst in NHS/Trust vehicles.

Risk

To develop and implement robust systems for risk management across the areas of responsibility of the post. To be responsible and accountable for risk in these areas.

To be personally responsible for not undertaking any task or action which would knowingly cause risk to self, others, or to the Trust.

As far as is reasonably practicable, to prevent other people from undertaking tasks or actions which would knowingly cause risks to themselves, others, or to the Trust.

To identify and report actual or potential hazards/risks in the work environment in accordance with Trust policies.

To participate in briefing/training sessions and carry out any agreed control measures and duties as instructed.

Take immediate action to minimise risks where it is reasonably practicable to do so.

Records management, confidentiality and security of information

To adhere to Trust policies and procedures as directed in training and guidelines and as advised by relevant colleagues (including designated Local Records Manager) in relation to creating records and handling information. Undertake action as required to implement and comply with these policies and procedures. To report any non-compliance.

To maintain confidentiality in relation to personal data held for colleagues and patients, ensuring it is processed lawfully; for no purpose other than for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act 1998, and records management guidance.

To maintain confidentiality of patient-identifiable personal data using a non-identifiable



alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Infection control

Responsible for ensuring the effective implementation and monitoring of infection prevention and control in all areas within his/her area of responsibility to ensure continued compliance of the Trust with the Health Act 2006, Health and Social Care Act 2008 and any future Acts of Parliament regarding infection prevention and control. Adhere to the Infection Prevention and Control policy at all times, providing clear leadership and promotion of responsible attitudes towards infection prevention and control

Responsible for infection prevention and control within his/her area of responsibility, ensuring the effective implementation and monitoring of infection prevention and control under his/her control. Ensure infection prevention and control audits are undertaken in their area of responsibility, as requested by the Director with responsibility for infection prevention and control.

To ensure that relevant staff, contractors and other persons, whose normal duties are directly or indirectly concerned with patient care, receive suitable and sufficient training, information and supervision on the measures required to prevent and control risks of infection, so far as reasonably practicable.

Alcohol handrub must be carried at all times whilst in uniform; good hand hygiene must be maintained.

Responsible for including infection prevention and control within the managerial job descriptions and appraisals of all managers under his/her control.

Patient and public involvement

To be aware of responsibilities under sections 7 and 11 of the Health and Social Care Act 2001 to involve patients and the public in the ongoing planning, development and delivery of health services, and to involve patients in their own care, as far as is reasonably practicable.



Person Specification

	Essential	Desirable
Education and qualifications	<p>Minimum of 3 GCSE's (or equivalent) at grade C or above including English and Maths;</p> <p>Leadership or supervisory qualification or equivalent experience;</p> <p>Willing to undertake any training as required;</p> <p>Full driving licence with maximum 6 penalty points;</p> <p>Must have category C1 on driving licence, or obtain (training can be provided in house).</p>	<p>Infection Prevention Control qualification</p> <p>European Computer Driving License (ECDL)</p>
Previous experience (Paid/ Unpaid relevant to job)	<p>Previous supervisory experience</p> <p>Experience of working within a public service or customer care environment</p> <p>Previous experience of driving various types of vehicles</p> <p>Working in a trustworthy position</p>	<p>Experience in similar roles which may include stock checking and/or infection control/cleaning</p> <p>Supervisory experience</p>
Skills, knowledge, ability	<p>Effective communication skills</p> <p>Effective leadership skills</p>	



	<p>Be computer literate</p> <p>Ability to use digital devices for record keeping</p> <p>Ability to work to procedures in a systematic way</p> <p>Excellent time management and organisational skills</p> <p>The physical requirements of the role include lifting, carrying, washing and preparing vehicles</p>	
Aptitude and personal characteristics	<p>Be prepared to work flexible hours and rotas across a 7 day operating pattern including days, nights, weekends and bank holidays.</p> <p>Ability to work under own initiative or with minimum supervision.</p> <p>Ability to motivate others.</p> <p>High level of commitment and enthusiasm.</p> <p>Flexible, adaptable and a good problem solver.</p> <p>Willing to travel around the operational stations/area.</p> <p>Ability to interact with people from varying cultural backgrounds and social environments.</p> <p>Maintain good attendance</p>	



	<p>levels and work within the Trust's attendance targets.</p> <p>Demonstrate a commitment and recognition to the core values and beliefs of an employee of the NHS</p> <p>Able to deliver on the NHS constitutional patient pledges and rights</p> <p>Committed to high quality patient care and patient experience</p> <p>Respectful to and able to promote equality in opportunity, employment and service delivery</p> <p>Committed to continuous professional development and personal growth</p> <p>Able to ensure care of own health and wellbeing to promote improvements to physical and emotional wellbeing</p> <p>Able to work within the trust's attendance targets Ability to perform the requirements of the post to an acceptable standard</p> <p>Demonstrates a positive and flexible approach in line with the changing nature of the trust service delivery model</p> <p>Committed to the values based principles of high quality</p>	
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