

1. Job details	
Job title	Station Manager
Salary band	Band 3
Accountable to	Sector Manager, Ambulance Operations

2. Job summary
<p>The Station Manager is responsible for the operational management of all Ambulance related activity in the designated Ambulance stations/locations ensuring full delivery on agreed contracts and framework agreements while taking ownership of maintaining clinical standards, and management of the team locally in line with SJA policies and procedures and CQC standards.</p>

3. Main duties and responsibilities	
1	Responsible for the safe and efficient operational practice of the Ambulance station(s) within scope, compliance with SJA policies and procedures, meeting operational cost expenditure budgets, and reporting adverse variances immediately to the Sector Manager, Ambulance Operations
2	Management of all station team leaders throughout the employee lifecycle in line with current SJA policy including induction, observations, coaching/mentoring of crews, 1:1s, team meetings and performance development reviews recording any relevant issues and actions needed. Conduct timely back to work interviews and performance meetings while reporting any training needs into the relevant departments
3	Responsible for timely and cost effective staff shift patterns that ensure consistent service delivery and agreed performance targets against KPI measures to all commercial ambulance customers including ad hoc requests at short notice to ensure assets are fully utilised for maximum efficiency and commercial gain
4	Ensure all Station Team Leaders deliver effective people management and support for the station crew at all times, especially in times of absence
5	Provide accurate information for station level ambulance operations to meet reporting requirements for the Ambulance operation
6	Ensure all support functions deliver timely services to the Ambulance operation including accurate invoicing, rostering and production of customer information reports
7	Ensure that all correspondence and data received and processed in relation to station ambulance activity conforms to current SJA policies in relation to data protection and patient confidentiality
8	Maintain effective operational level communication with customers including attendance at customer performance review meetings, ensuring that any matters of dissatisfaction are brought swiftly to the attention of the Sector Manager, Ambulance Operations and that critical incident and near miss reporting is effective and in accordance with current SJA policy
9	Conduct dynamic risk assessments/audits to ensure ambulance garages and other locations follow agreed standards in relation to good housekeeping and that matters of health and safety are reported to the health and safety officer in a timely manner
10	Ensure that there is an effective system of operational inspection of vehicles and equipment within the station, including operational cleaning and deficiency reporting conforming to current SJA policies and procedures
11	Participate in the 24 hour on-call management rota, providing silver level management support and attendance when required to issues and incidents out of regular operating hours
12	Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

4. Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential and desirable criteria		Method supporting assessment
	E	D	
Education and qualifications			
Educated to GCSE level or equivalent (Grade C)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Current St John Ambulance emergency ambulance attendant qualification or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Level 3 management qualification or current relevant experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form
1HCD D1 and D2 driving qualifications or a current St John Ambulance blue light driving certificate, relevant to the regions area of operation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Current Driving Licence with no more than 3 penalty points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form
Experience			
Experience of working in a customer service facing role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of managing people in a shift environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of successfully managing cost centre budgets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Experience of building high quality, results focussed teams	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Skills, knowledge and abilities			
Excellent interpersonal skills with ability to communicate effectively at all levels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Ability to use Microsoft® applications at intermediate level	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Excellent customer service skills and ability to deal with enquiries, queries and complaints	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Knowledge of St John Ambulance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application form/interview
Excellent verbal, written and personal communication skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Ability to work as part of a geographically dispersed team and on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Motivation			
Ability to work on own initiative	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Willingness to adapt and learn new skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview
Able and willing to work flexible hours and travel when required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application form/interview

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

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