

job description | operations supervisor

Salary: £20k + Pool Car & Benefits

Division: Operations

Job Title: Operations Supervisor

Hours: Full-Time (Plus on-call)

Area: Buckinghamshire*

**The post holder will need to permanently live within a close radius to the location of the base but must be able to travel to other sites when needed.*

About the Role & Jigsaw Medical

Jigsaw Medical is a UK market leader in the Ambulance, Resourcing and Medical Training sector and we are looking for an Operations Supervisor to join our Operations team.

An exciting job opportunity has arisen within the Jigsaw Medical Services management team. This role is seeking an enthusiastic individual with a strong passion to work in a fast-paced independent medical company.

The successful individual will be expected to work alongside the Head of Operations to lead a team of clinical and operational contractors and staff to ensure maximum operational requirements are achieved and produce an enjoyable work place for our team to operate in.

The post holder will cover part of our southern area of operations for Jigsaw Medical Services daily and assist with out of hours' issues on an 'on-call' system, should escalation be required by our Operations Centre, and be prepared to work a shift rota Monday – Friday and a rotational on call evenings and weekends.

Package includes: **Access to company pool cars, laptop, phone and private healthcare package.**

Job Summary

The post holder's primary role will be to assist the Head of Operations, oversee the delivery of high-quality day-to-day management of Jigsaw Medical locations within a geographical area, as well as managing external contractors, ambulance staff, fleet vehicles, estates, and equipment.

The post holder will also provide leadership and advice to Paramedics, Technicians, Emergency Care Assistants, Ambulance Care Assistants within the team.

This role is non-clinical but would require the post holder to have basic knowledge of ambulance operations and meet Jigsaw Medical Services Ltd safe recruitment procedures.

Contact

+44 (0)1829 732 615

info@jigsawmedical.com

www.jigsawmedical.com

Jigsaw Medical

Jigsaw Medical is registered in England & Wales,

Company No. 7964903.

VAT No. 133 4201 62



Main Duties & Responsibilities

- Procurement of medical supplies and consumables from preferred suppliers.
- Provide supervision, leadership and support to all contractors and staff within the Jigsaw team.
- Respond to incidents involving Jigsaw Medical Services Ltd contractors and staff and vehicles to act as managerial support and liaise between scene and Jigsaw Medical Operations Centre or Directors.
- Emergency Driving qualification will be required.
- Attend clinical and operational meetings with the operations team
- The post holder will be office based for administration and meetings but will require regular travel.
- The post holder may be required to work at any of the company's sites in line with Jigsaw Medical Services Ltd needs in the role to cover contractors and staff sickness and holiday.
- Manage and mentor contractors/staff setting goals for Professional Development Plans (PDP) and to ensure continual improvement is driven with all individuals within the team to meet the high CPD standards required by the organisation.
- Working with appropriate clinical mentors and the Training Department to deliver training and development to contractors and staff as required.
- Actively participate in undertaking operational audits (in line with Jigsaw Medical Services Ltd policy), disseminating audit findings and actively leading the implementation of changes to protocol and/or procedure.
- Lead and manage the processes, which ensure the principles of operational requirements are embedded in practice, to include the management of KPI's such as clear up times, mobilisation times to keep the penalties and fines to a minimum.
- Maintain accurate records of vehicle repair and maintenance, maintain cleaning and deep clean records.
- To assist in operational investigations when required reporting to the Head of Operations.
- Conduct routine drug audits as requested by the Clinical Management team for stock levels (non-controlled).
- Ensure clinical supervision is achieved by the clinical mentoring association with the Head of Clinical Care, with each paramedic, technician, ECA's and ACA's in your team.
- Induct new team members into relevant local processes of Jigsaw Medical Services and Operational procedures.
- Maintain regular communication with Ambulance Control regarding updates and changes to personal and/or vehicle availability and movements. Report & record all delays or waiting time incurred. Ensure hospital clear up times and mobilisation times are maintained to national standards.
- To work to the values of Jigsaw Medical and display high standards of integrity and professionalism towards clients and colleagues.
- To demonstrate excellent communication and interpersonal skills to work effectively with directors, managers, clients and colleagues at all levels both internally and externally.
- To plan and organise own workload within tight timescales and to set and work to agreed objectives.
- To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the operational nature of the post.

Conflict of Interest will be considered when applying for this post and during continued employment.

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To Apply

Please send your covering letter and CV to:

Mr John Lavin - Head of Operations
Jigsaw Medical Services
Jigsaw House
Units 3-4 The Oaks
Stanney Mill Lane
Cheshire
CH2 4HY

Email: john.lavin@jigsawmedical.com
Tel: 01829 732615

To apply for the role, please send a copy of your current CV and a covering letter (maximum 800 words); explaining how you feel your experience matches the requirements of the job description and person specification.

Please include your full contact details and mention where you found out about the role. Please also include the names of two professional referees, including your most recent or last employer. Please note that referees will not be approached without your prior knowledge, and only following a successful application and final interview.

Closing Date: Friday 14th September 2018

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