

ROTA COORDINATOR

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read. Our goal is to make the application process more accessible and inclusive for everyone.

- This role involves managing the daily staffing schedules for doctors in the Emergency Department to make sure there are enough people working and patients are kept safe.
- You will work closely with senior doctors, managers, and the Medical People Services team to help run the department smoothly.
- You will need to be very organised, good at solving problems, and confident using Microsoft Office. You will help arrange cover for doctors who are off sick or on leave, and make sure all shifts are filled. You will also help with recruitment, keep track of sickness and leave, and make sure all systems and processes are up to date.

Job Description

Job title:	Emergency Centre Rota Coordinator
Grade:	5
Site:	The Princess Royal Hospital, Telford
Accountable to:	Assistant Operations Manager
DBS required:	Yes - Standard

Main Duties

- The post holder will use their knowledge and expertise of managing medical rotas; E-Rostering/Medic on Duty to identify problems and use their own initiative to provide and enact solutions to rota issues. This will require liaison with all teams to ensure vacancies are covered as efficiently as possible. The post holder will be expected to monitor future rotas and to plan in order to reduce the number of vacant shifts. This means this work is managed, rather than supervised and therefore requires an element of option appraisal and judgement in identifying the most appropriate solution to a staffing issue.
- Review unexpected absences daily and use own initiative to find and enact solutions to ensure gaps in the rota are mitigated and services can provide safe level of cover, escalating areas of concern to the senior Operational Team if unable to resolve in a timely manner.
- Be responsible for arranging the provision of locum cover for doctors in the relevant grades, working with the Consultant in getting approval for CVs to allow Medical People Services to progress with agencies.

- Liaise with Agile directly when any urgent cover is required. This will involve the use of initiative and judgement to negotiate hours of cover with medical staff along with liaising with the relevant Consultant.
- Work with Agile, Consultant staff and medical teams to attempt to fill temporary vacancies and support them and the operational team in using own initiative to identify longer term solutions to gaps within the medical rota.
- Work with Medical People Services and Consultant Leads to review rotas ensuring early cover of known gaps.
- Establish and maintain effective administrative systems and processes between Medical People Services, HR and Payroll. Manage frequent change within these systems and update the Centre Management Team and relevant Consultants on progress of the systems and processes.
- Be responsible for liaising with Medical Staffing daily regarding the progress of vacant posts. Investigate the causes of any delays and action further with the appropriate staff to find resolution.
- Maintain regular, clear communication, and ensure Consultants are informed of any issues relating to the rota.
- Request and keep track of Locum cover and shifts.
- Attend weekly Rota meetings with the Consultant Lead to review staffing levels. Report any concerns promptly for appropriate resolution. Ensure decisions are based on patient and clinical safety whilst achieving best value for money.
- Generate and circulate the weekly plan directly from Medic on Duty.
- Update systems/relevant staff members with any changes to rotas.
- Build up a good rapport with SAS and Resident Doctors, the Consultant body and Medical People Services.
- Deal with contentious issues and undertake difficult conversations within scope of authority.

Sickness/Annual Leave Monitoring

- Receive and respond effectively to annual leave and study leave requests from all grades of doctors ensuring the sign off process and Trust Policy is followed.
- Monitor sickness, study and annual leave requests for SAS, Resident doctors and Consultants, maintaining accurate records as required and ensuring sufficient doctor cover is in place to deliver service requirements for all periods of leave.
- Manage systems for reporting sickness and absence and liaise with teams to identify the impact of the absence for Emergency and Acute Medicine. Identify and implement cover arrangements, liaising with Medical People Services and Agile to ensure Bank and Agency requests are sent if required.
- Complete return to work/welcome back meetings for all SAS, Resident doctors and Consultants up to Stage 1 of the Trust Policy and facilitate review meetings to the Operational Team for completion.

Recruitment/Human Resources

- Co-ordinate the development and construction of the medical rotas, in conjunction with Medical People services ensuring European Working Time Directive compliance.
- Monitor rotas to ensure they are compliant with local and national rules.
- Liaise closely with the Lead Clinician in liaison with Medical People Services to support the organisation of Resident doctors change over plans, including organising cover for changeover.
- Build relationships with newly appointed Doctors, prior to their start date. The post holder will be required to meet and greet the new Doctors and act as first port of call prior to start dates.
- Develop and support competency sign off documentation for new Drs, with the relevant Consultants. Monitor sign off to ensure placement on the working rota once completed.

Financial

- First line approver on LMS for timesheets for Emergency and Acute Medicine.
- Ensure that compliance with the agreed Trust rates of pay is maintained.
- Complete and process Break Glass requests for Trust/Care Group approved rates to the senior management team for approval.

- Raise orders as appropriate using the Trust approved systems and processes.

General Duties

- Deal with enquiries face to face, via telephone and email and respond in a timely manner to requests.
- Provide a range of documents e.g., letters, spreadsheets, posters using relevant software packages. Generate routine and ad hoc reports as requested.
- Problem solving.
- Be accountable for ensuring and monitoring work produced is of the quality and quantity required ensuring expected Trust, Centre and Department standards and deadlines are met.
- Use a wide range of effective communication skills modifying and adapting to a range of situations including the use of persuasion and tact.
- Effectively role modelling a professional and welcoming service treating patients, relatives, colleagues, and Trust Staff in a friendly and courteous manner presenting a good image of yourself through your attitude, behaviour and appearance.
- Be an active and supportive team player.
- To ensure Trust policies are adhered to within your area.
- You will be required to work cross site at both the Princess Royal Hospital Telford and Royal Shrewsbury Hospital. To establish and maintain good working relationships with all grades of doctors around rota issues and developments.
- Any other appropriate administrative duties as required within Banding.
- Carry out a range of complex administrative tasks specific to work area.
- Provide administrative support to the Consultant Job Planning process.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Degree or equivalent level of experience. • Holds an NVQ level 3 in Customer Service or Business Admin or ITQ 	<ul style="list-style-type: none"> • Medical terminology qualification or equivalent level of working experience with medical terminology.
Experience	<ul style="list-style-type: none"> • Previous experience of autonomously line managing a team. Must have sufficient initiative and experience to act independently to supervise the Support Rota Coordinator. • Experience of E-Rostering and Medic on Duty. • Experience of working in a busy clerical/office environment. • Prioritising, planning and organising own tasks. • Experience of working with medical staff. • Experience of dealing with difficult situations and confrontations. • Working knowledge of relevant organisational policies and procedures. • Experience of producing documents to a high standard. • Experience of IT packages – Microsoft Office. • Data entry experience. 	<ul style="list-style-type: none"> • Demonstrable experience of successfully completing projects/service improvement initiatives. • Experience of having managed a delegated budget or funds. • Experience of working with complex rotas.

	<ul style="list-style-type: none"> • Knowledge of contractual arrangements for Resident Doctors. • Previous experience of managing and facilitating complex rotas 	
Knowledge and skills	<ul style="list-style-type: none"> • Excellent interpersonal skills and communication skills to liaise with stakeholders internal and external to the organisation. • Excellent planning, prioritisation, and organisational skills. • Negotiating/persuasive and motivational skills. • Ability to provide and receive complex and sensitive information in a tactful and sensitive manner. • Ability to use Microsoft Outlook and Office packages – for Word, Excel, Powerpoint presentations, to develop and manipulate spreadsheets and databases – equivalent to ECDL. • Complex data analysis and manipulation from a wide range of sources and present. • Demonstrate drive, energy, and resilience to drive through and achieve results. • Proven ability to demonstrate leadership both within a team and on behalf of the organisation. 	

	<ul style="list-style-type: none"> • Possess excellent communication skills; the ability to be clear and persuasive in speech and writing and to handle difficult and sensitive situations both internally and externally at all levels. • Ability to use initiative and work autonomously to make decisions and lead on behalf of the Trust and external stakeholders as appropriate. • Patient focused. • Ability to prioritise own workload where there are competing demands, and work to tight deadlines when required. 	
Other	<ul style="list-style-type: none"> • Flexible, self-motivated with a positive 'can do' attitude, adaptable to changing demand. 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health and safety

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

Information governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional standards and performance review

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

Safeguarding children and vulnerable adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous improvement

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

