POST TITLE	**ATS Operational Manager**
DIRECTORATE	**Place Development**
SERVICE	**Regulatory Services**
RESPONSIBLE TO	**Regulatory Operations Manager**
NUMBER OF POST HOLDERS	**1**
ACTING UP/ SECONDMENT	**YES**

PURPOSE OF JOB

Responsible for the setup of the 4 mobile test sites and co-ordination and management of all on site operations at 2 tests sites, including workforce management and co-ordination of teams.
Managing all day to day operations across 2 sites including adverse incident reporting and associated decision making, workforce management, managing and co-ordinating site Health and Safety including full responsibility for stock and contract management.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Providing site management at any of the testing sites, providing leadership to the staff team and also as the senior contact for the public and external service providers with complex queries.
- Co-ordinate and ensure the smooth operation and delivery of the Asymptomatic Testing Service, delivering first class customer care to a wide range of people, adhering to the Public Health set service standards.
- Final point of escalation for any issues on site, and create solutions with the project lead.
- Ensure adherence to SOP and clinical guidance is maintained throughout dual site operations.
- Responsible for safety and security of the site, of which there will be 2 operational at any one time.
- If participants raise any data privacy concerns, answering any queries that may not be covered in the Data Protection Notices.
- Responsibility for the quality and risk management of the testing kits and regularly checking that the sites meets the standards required.
- Responsible for ensuring the test centres in all service and public areas are fit for purpose before; during and after opening hours with specific regard to health and safety and that the public experience is the best it can be.
- Responsible for ensuring that all departmental policies and procedures are followed, and incidents are reported correctly by team leaders. Test centre risk assessments and undertaking additional health and safety risk assessments as required.
- Act as key holder including locking and alarming the test centres at the end of the night as required.
- Promote and encourage excellent customer service.
- Ensure the security and safety measures and understand and communicate specific roles and responsibilities within the designated test centres fire and evacuation procedures.
- Responsible for ensuring the support staff are smart in their appearance at all times, excellent time keeping adhered too and being the main contact for any difficult situations that may arise.
- From time to time you may be required to undertake additional tasks that can be reasonably assigned to you which are within your capability and the grade.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- The post will require the managing competing requirements from the public, external service providers and other staff while continuing to offer high standard of customer care. Maintaining and looking after the test centres, ensuring that any fabric and security issues are dealt with appropriately and the Project Lead is kept informed. Ensuring that all customer service issues are dealt with effectively.
- The post will have regular contact with senior management, test centre colleagues, the public, and external suppliers with regard to daily management of the venues.
- Previous experience of working with the public and staff in a supervisor position is essential. In addition, the post holder must hold a 1st Aid certificate or be willing to attend training course for certificate.
- The post has responsible for delivering the highest levels of customer service to ensure the smooth running of each test centre to meet Public Health requirements, making immediate decisions with a clear focus on customer service whilst considering the potential impact on the testing centre services, health and safety, security issues and fellow staff.
- The post is responsible for ensuring shift tasks are carried out without immediate supervision and will be based on a minimum 6hr shift call., and all decisions will be made without direct supervision.
- The post holder will spend 70% of their time standing or moving and will be required to work at evenings and weekends, including lone working at certain periods
- The post requires working in public areas for most of the shift, during test centre activity, when the public areas may be noisy and congested.
- The post holder will have contact with public who are under the influence of alcohol or other substances or who may be anxious or have special needs, ensuring any associated situations are dealt with in a professional manner.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Team Leader x 2:
- Queue Co-ordinator x 2:
- Registration Assistant x 2:
- Test Assistant x 12:
- Processing Operative x 4:
- Results Recorder x4:
- Technical Support Operative x2:

The number of staff on duty will vary at any time due the number of testing requirements.

RESOURCES

- The post will be responsible for overseeing up to 32 staff in any of the asymptomatic test centres. Whilst this post has no direct budgetary responsibilities but has shared responsibility for managing stock and maintaining the test centres to Public Health standards.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.
All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including

co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy.