	Job Description Business & Service Development Co-ordinator	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-ISLBSDC

Version No	Revision Date	Reason for Revision
001	October 2017	Initial Version

Directorate: Customer Services	Grade: Band E
Division Independent & Supported Living (I&SL)	Job Evaluation Number A2974
Reports To: Business & Service Development Manager	Responsible For: N/A


Job Purpose and Role:

To be an ambassador for the Homecall service with a focus on service promotion and customer growth. To promote and raise awareness of the benefits of Homecall services with stakeholders and partners.

To be a specialist in the use of existing and new assistive technologies, providing support, training and advice to the Homecall team in relation to Homecall equipment, infrastructure and systems.

Main Duties and Key Result Areas:

- To co-ordinate and contribute to the delivery and development of effective and efficient assistive technology services (community alarm, Telecare & Telehealth).
- To provide advice, guidance and training to the Homecall team to ensure effective installation, removal, programming and maintenance of assistive technology equipment.
- To be forward thinking, solution focused whilst providing expert knowledge and information in relation to assistive technology equipment, including a pro-active approach to researching new technologies.
- To lead on resolving infrastructure/equipment issues which have been escalated by the Homecall Technician.
- To provide cover for the Homecall Technician where required to ensure contract compliance and business continuity.
- To support the I&SL Management team in developing intelligent performance and quality assurance information.
- To support the B&SDM with the research and collation of option appraisals for new business/service opportunities.
- To support the implementation planning process for new business or services, particularly in relation to equipment and reporting requirements.
- To lead on operational and promotional stakeholder engagement for the Telecare contract, supporting Health & Social Care colleagues to better understand how assistive technology can support people to remain independent at home.
- To support the B&SDM with portal management, on-going existing stakeholder

	Job Description Business & Service Development Co-ordinator	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-ISLBSDC

- engagement and Homecall promotional activities.
- To form, develop and manage excellent working relationships with internal and external colleagues, partners and stakeholders.

The above is not an exhaustive list of duties. You will be required to undertake any other reasonable duties in line with the purpose and grading of the post.

Dimensions:

Management responsibility

No management responsibility

Financial responsibility

Shared Responsibility for income and expenditure for a budget of up to £10m.


Resource responsibility

Responsibility for tools and/or equipment and information.

Environment:

ALL employees will be expected to:-

- Live the Company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

	Job Description Business & Service Development Co-ordinator	
	Document Owner: Head of Group HR Services	Document No: CCH--JD-ISLBSDC

Managers of staff will also be expected to:-

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that staff attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Ensure compliance with Health & Safety legislation, policy and procedure; for example, completion of Risk Assessments/ Method Statements and Accident Investigations, ensure the correct number of First Aiders are in the team and promote compliance with mandatory training requirements.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in Company policies and procedures, particularly for compliance with health and safety.

Signed: Date:

Print Name:



Person Specification

Business & Service Development Co-ordinator

Document Owner:
Head of Group HR Services

Document No: CCH--JD-ISLBSDC

Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
Skills/Abilities	Skilled at working collaboratively with colleagues and stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Excellent communication skills to a wide range of audiences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Excellent organisation skills and ability to meet deadlines	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Ability to promote services and train staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Knowledge	Knowledge of assistive technology, its uses and benefits to supporting people to live independently	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
	Knowledge of sustainable business service delivery model	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Experience	Experience of delivering services within a performance framework	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience of delivering services through contracts, service level agreements and partnerships	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience of supporting service development and growth	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience in providing excellent customer service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Experience in data and information management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	



Person Specification

Business & Service Development Co-ordinator

Document Owner:
Head of Group HR Services

Document No: CCH--JD-ISLBSDC

Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	Application Form	Interview	References	Test	Score
	Experience of working within an assistive technology service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Good standard of education (NVQ level 2/GCSE's or equivalent) or exempting experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Attributes/ Circumstances	Flexible and open to change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Professional and customer orientated approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Effective team worker	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to inclusion, equality and diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Aligned to the aims and values of the Company	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Committed to personal and professional development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Proactive and committed to continuous improvement in service delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	