

The image features a smiling woman with long brown hair, wearing a red top and a blue lanyard with 'NHS Professionals' text. She is looking towards the left. The background is a blurred green plant. The top right corner has a dark blue diagonal banner with the NHS Professionals logo. The bottom of the image has a blue and yellow geometric design.

NHS Professionals

Welcome

Hi, I'm Jay Bolaky. I am so pleased you are considering your next career move with us.

At NHSP Member Support Hub our mission is to provide exceptional, compassionate, and efficient support to NHS professionals. Our Senior Member Support and Case Leads are trained to provide the very best experience. We are dedicated to ensuring every interaction is seamless and effective, leveraging modern communication tools to achieve 100% first contact resolution. Our commitment is to empower healthcare workers by offering reliable assistance through web chat, web contact forms, and emails, fostering a supportive environment where every query is resolved with care and precision.

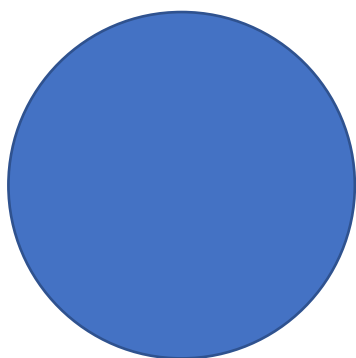
But this isn't just any Senior Member Support and Case Lead, every interaction our Member Support Advisor's answer, and every query we resolve, helps support health care professionals working in NHS trusts and hospitals across the country.

Join us and you'll be part of a customer-focused community, receiving first class training, and exceptional career development opportunities, within a culture truly driven by care.

You'll enjoy unique benefits, such as a dedicated 30-minute well-being break each week (in addition to your scheduled breaks) and a generous annual leave allowance of 27 days, with the option to buy up to an extra 3 days annual leave each year! You'll also have access to a range of exclusive discounts and money saving offers with the Blue Light discount card and the opportunity to earn incentives via our very own employee engagement platform, our 'star of the month' initiative and our referral scheme.

To find out more about our superb benefits package, why not visit our careers website? [LINK TO BE ATTACHED HERE](#)

So, if you are passionate about getting it right the first time for the customer, have demonstrable experience of working to targets and want a career where you can make a difference, we want to hear from you.



Jay Bolaky
Customer Support Hub Delivery Manager

About Us

We run the largest NHS staff bank, placing over **180,000** healthcare professionals into NHS Trusts each year. Uniquely we are owned by the Department of Health and Social Care and any surplus we make is reinvested back into the wider healthcare economy.

United by a passion for the NHS, our talented team of over **1,200** corporate employees are working behind the scenes to ensure that we can continue providing support to the NHS, when they need it most.

Whether that's last-minute shift cover at a local hospital or providing over 20,000 vaccinators to the COVID-19 national vaccination programme – NHS Professionals plays an integral role in helping our NHS deliver safe, efficient, and effective healthcare services throughout the UK.

Our Vision

Driven by a passion for the NHS and its people, our vision is to become the NHS's workforce partner of choice.

We are experts at **putting people in places to care**, and in **2022** our Bank Members delivered 39 million hours of care, saving our NHS Trusts over £6.5 million in agency costs.

Our Values

We care, it's personal

For us, this isn't just a job. We are proud of our purpose in putting people into places to care. We care, because the positive impact we make is good for everyone.



Smart solutions, expertly delivered

Our experience and expertise set us apart. With a can-do attitude and a collaborative approach, we make "yes" happen.



Be bold, make change

We seek opportunities to challenge, evolve, improve and grow. We always find smarter, simpler and faster ways to deliver.



One team, 100%

By working collaboratively, we know we can achieve anything. We are committed to being inclusive and authentic in everything we do.



Job Description

Job Title: Senior Member Support and Case Lead

Grade: Level 2

Location: Home Based

Role

The Senior Member Support and Case Lead takes on a more strategic role to look at the process of reviewing and guiding an organisations strategic direction to ensure it achieves its goals and remains aligned to its mission and values.

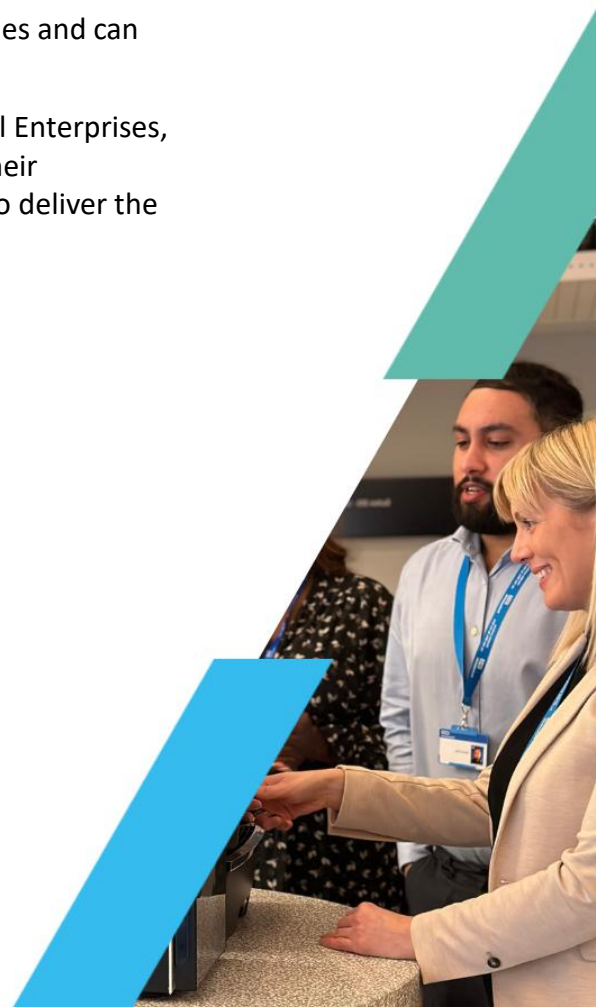
This will involve developing and implementing strategies to improve support services and team performance and ensure the overall quality and effectiveness of support services and adherence to standards.

You will oversee the daily operations to ensure a smooth workflow and monitor the team performance and be a point of contact in the absence of Operation Managers.

We believe our people matter, and we aim to empower them to deliver exceptional service to our customers.

We are looking for strong people leaders who align with our values and can inspire their teams to achieve excellence.

Our customers include NHS Trusts, Integrated Care Boards, Social Enterprises, and other healthcare organisations across the UK. We support their workforce needs by placing healthcare workers in care settings to deliver the best possible care.



Responsibilities

- Contributing to strategic planning and decision-making processes.
- Aligning team efforts with overall organisational objectives.
- Providing input and recommendations to senior management.
- Leading and managing through periods of change and uncertainty.
- Facilitating open and effective communication within the team and with stakeholders.
- Reporting project status and progress to management and stakeholders.
- Representing the team's needs and advocating for them in cross-functional discussions.
- Building positive relationships with team members, management, and other departments.
- Identifying and resolving issues and conflicts within the team.
- Addressing disagreements respectfully and constructively.
- Remaining calm and decisive under pressure.
- Analysing situations, evaluating options, and implementing effective solutions.
- Supervising and coordinating daily team operations.
- Delegating tasks based on individual strengths and expertise.
- Implementing and enforcing operational policies and procedures.
- Managing and prioritising team workloads.
- Ensuring work adheres to quality standards.

Job Description

Accountabilities

- Ensuring the team meets or exceeds agreed-upon service level agreements (SLAs) and key performance indicators (KPIs) first contact resolution (FCR), and customer satisfaction (CSAT).
- Monitoring and analysing team performance data to identify areas for improvement and implement strategies to boost efficiency and quality.
- Taking ownership of the customer journey, ensuring a seamless and positive experience for each customer interaction, from initial contact to issue resolution.
- Leading and motivating the team, fostering a positive work environment and promoting a culture of continuous improvement.
- Providing coaching, mentoring, and support to team members for their professional growth and development.
- Identifying training needs and providing resources to enhance individual skills and product knowledge.
- Conducting performance reviews and appraisals, providing constructive feedback and addressing performance issues according to company policy.
- Being accountable for the recruitment, onboarding, and training of new team members.
- Empowering team members to take ownership of their roles and decision-making within their scope of responsibility.
- Acting as the escalation point for complex customer inquiries and complaints.
- Providing timely and effective resolution of issues by collaborating with other teams and stakeholders.
- Overseeing daily operations, including scheduling, workload distribution, and task prioritisation.
- Ensuring adherence to operational procedures and processes.
- Identifying and implementing opportunities for process improvement and efficiency gains within the Member Support Hub.
- Working collaboratively with other departments and stakeholders to share knowledge and best practices and develop solutions to improve service delivery.
- Facilitating open and transparent communication within the team and with stakeholders.
- Reporting team performance and operational effectiveness to management and other relevant parties.
- Maintaining accurate records and documentation of team performance for compliance and audit purposes.

Organisational Structure

The Senior Support and Case Lead role fits into the following structure:

Operations Manager → Service Centre Manager

Person Specification

Criteria	Essential When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed.	Desirable When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed.
Qualifications and Knowledge:	Minimum of 5 years of experience in case management, with at least 2 years in a supervisory or leadership role. Strong understanding of case management software and best practices. Ability to interpret policies, procedures and compliance requirements.	Bachelor's degree in a relevant field or equivalent experience. Completion of management courses.
Experience:	Experience of using a database Familiarity with using Microsoft Office applications. Demonstrated ability to handle complex cases and make informed decisions.	Experience in leading and mentoring teams. Previous involvement in process improvement initiatives.
Communication and People Skills:	Strong leadership, communication, and organisational skills. Ability to inspire and motivate team members. Excellent interpersonal skills to handle client interactions effectively.	Experience in delivering training and development programs.
Organisational Skills	Ability to prioritise workload and manage multiple tasks efficiently. Detail-oriented with strong problem-solving skills.	Experience in performance management and conducting evaluations.
Specialist Knowledge and Skills	In-depth knowledge of case management software and best practices. Ability to interpret and apply relevant regulations and compliance requirements.	Familiarity with modern communication tools and techniques.
Equality	Candidates should indicate an acceptance of and commitment to the principles underlying NHSP's Equality and Diversity and Health and Safety Policies.	

Our Application Process

Complete an Online Application

Our application process is quick and easy. Simply browse our current vacancies and apply online.

You will be asked to complete a short registration form and upload a copy of your CV.



Telephone Call

Your CV will be reviewed by a member of our Talent Acquisition team. We may give you a call to discuss your application further.

We'll keep you updated about the progress of your application via email, therefore please make sure you check your Inbox regularly. (Make sure to check your Junk folder too).



Interview

If successful, you will be invited to attend an interview with the hiring manager.

This is a great opportunity to ask questions and find out more about us!

Some of our roles will have more than one interview: we'll let you know if this is the case.



Assessments

Depending on the role you are applying for, you may be asked to complete an assessment activity.

Our assessments include online aptitude or personality tests, role play, or you may be asked to prepare a presentation.



Offer

If successful, we will call you to make a verbal offer. We'll follow this up with a confirmation email.



Onboarding

Once you have accepted our offer, our Employee Services team will contact you to arrange a start date and to let you know about arrangements for your first day.

