



Job Specification

Job Title: Controller
Accountable to: Control Room Manager/ Contracts Manager
4 on 4 off shift – 7am to 7pm

Job Summary

Your duties will include the responsibility for the performance of the drivers/riders on your circuit. You will ensure that the Customers requirements are met at all times, whenever and wherever possible. You will maintain driver/rider attendance books.

Key Responsibilities

- Liaise with ambulance crews, internal and external interfaces of all levels
- Negotiate with external interfaces where necessary to ensure the smooth transfers of patients
- Responsible for the allocation of work to Drivers
- Responsible for the circuit ensuring the circuit is run in accordance with the radio procedures as required by the DTI.
- Responsible for all computer amendments to jobs, waiting time as called through by riders/drivers and cancellations etc. are correctly entered / amended on the computer as they occur.
- Ensure the co-ordinator carries out his/her duties pods, call backs etc. and such other duties and tasks as are allocated to you at the discretion of the Company that are within your capabilities and within the scope of your post.
- To ensure that Company policy, procedure and guidelines are followed in the reporting of near miss incidents and accidents. To co-operate with the investigation as necessary.
- Be aware of all Company policies, procedures and standards. Ensure own actions adhere to the Company's policy.



- Responsible for referring immediately any driver/rider(s) who fails to comply with the company regulations to the Fleet Manager for action.
- Ability to able to communicate/negotiate with customers at all levels from post room to directors.

Person Specification

- You should have a good telephone manner
- Good Interpersonal Skills
- Excellent Communicator
- Team Player
- Ability to work on own initiative
- Ability to follow Company policies and procedure
- Supervisory experience
- Knowledge/Experience of Freedom system, Microsoft office

The above job description is not exhaustive and is subject to change dependent on the needs of the contract.