

JOB DESCRIPTION

Job Title: **Cover Co-ordinator**

Business Areas: **Leightons Opticians & Hearing Care (LOHC);The Hearing Care Partnership (THCP)**

Reports to: **Regional Manager, LOHC**

Hours of work: **4 hours per day, Mon - Fri
7am-11am and 10am-2pm shifts**

Location: **Remote**

Date: **10/05/2022**

Job Purpose

As a Cover Co-ordinator, you are key to ensuring our Leightons branches are able to operate to the full, undertake planned appointments and so create a memorable experience to which our customers would recommend and return.

Through responding to advance and last minute requests for additional staffing, you will coordinate employee and locum schedules to provide the staffing resource required.

You will also liaise with Area Managers and Regional Managers for Leightons and The Hearing Care Partnership to provide general administrative support.

Key Responsibilities

- Update and maintain internal diary system (Optix) and external booking system (RotaCloud)
- Liaise with branches, Area Managers, Regional Manager, locums and recruitment agencies to supply cover as and when needed
- Work with area managers to organise internal transfers to ensure cover is adequately spread across the business.
- Work with the area and branch managers to ensure new locums have sufficient first day training and experience
- Provide administrative support to the Area Managers and Regional Manager
- Undertake appropriate learning and development
- Maintain high standards of personal appearance, timekeeping, attendance and respect for company property
- Any other duties as may reasonably be required

PERSON SPECIFICATION

	ESSENTIAL OR DESIRABLE	ASSESSMENT (Application, Interview, Test)
ATTRIBUTES		
Motivated self-starter	Essential	A, I
Good communication and relationship building skills, adapting approach to need	Essential	A, I
Good planning and co-ordination skills	Essential	T
Strong organisational and prioritisation skills	Essential	T
Attention to detail	Essential	T
Team player	Essential	I
Resilient	Essential	I
KNOWLEDGE/EDUCATION/EXPERIENCE		
Experience within retail industry	Desirable	A
Adept using email and software packages (training on specific software will be given)	Essential	A, I
Previous experience in planning/coordinating schedules and/or diaries	Essential	A

Our core DNA is to ‘Listen, Empathise, Educate and Delight’ and we apply this to our colleagues as well as our patients. We are committed to the wellbeing and development of all our employees and to creating a great experience where you can feel delighted and fulfilled in your role. You will have access to a wide range of benefits and support including an employee assistance programme, a comprehensive development programme and optical and audiology discounts

This job description may be amended from time to time at the company's discretion.