

Opportunities for DESPATCHER



Vocare is looking to recruit a Despatcher on a permanent basis to support their 111 services from their Elizabeth House, Stoke on Trent

Based in Elizabeth House, Stoke on Trent

From £8.86 Per Hour

Evenings, Overnight & Weekends and Bank Holidays

Full Time, Permanent

If you are looking for the opportunity to join a fast paced environment within healthcare, where no day is the same, Vocare is the place for you.

This is a Tri-Role position which may involve you working as Car Controller, Centre Coordinator or Shift Coordinator

Car Controller: to manage calls requiring a home visit, allocating calls to drivers taking in to account call priority and geographical factors at all times

Centre Coordinator: To allocate and despatch calls to Vocare Urgent Care Centres and other service providers.

Shift Coordinator: To monitor calls despatched to Vocare utilising in-house systems
All of the above require that National or Local Quality standards are achieved.

The ideal candidates will hold a NVQ level 2 or equivalent qualification, or have significant relevant work experience. Excellent communication, effective decision making capabilities and a professional, flexible working approach will be essential for success in this role.

Attractive benefits include: NHS Pension, flexible shift patterns, Perkbox.

We are a leading provider of primary care in collaboration with the NHS, who values the professional developments of our operational staff. We have a wide range of benefits to offer you including a competitive salary, an excellent working environment, a pension scheme, maternity and sick pay and exciting progression opportunities within the company.

We encourage you to apply as soon as possible, as once sufficient applications have been received we may decide to close the advert early.

For further information about this role or to apply, please visit our website:
www.vocare.org.uk/careers-vacancies

Or contact **Georgina Templeton** on **0300 013 4885** or email:
Georgina.templeton@totallyplc.com



@Vocarecareers

Closing Date: 15th September 2019