

Clinical Resource & Offsite Operations Executive

Job Title	Clinical Resource & Offsite Operations Executive
Reports to Title	Resource & Offsite Operations Manager
Department and Location	Onshore Operations, Aberdeen

Summary of Organisation

Iqarus provides intelligent and integrated healthcare solutions in complex and demanding operating environments. Our highly-skilled operational teams deliver frontline and preventative services to mitigate health risk and help organisations keep their workforces safe, healthy, resilient and productive. By increasing the quality, simplicity and efficiency of health delivery we enhance our clients' return on investment in health and in many instances, help elevate social and/or humanitarian objectives too. Clients include multinationals and SMEs, governments, non-governmental organisations, supra-nationals, and non-profit organisations. Our core areas of focus are:

Workforce Wellbeing: We mitigate health risk to enhance enterprise performance

Mission Enabling: We mitigate health risk to enable mission objectives

Capacity Building: We build local capacity to strengthen health systems

Our approach to client delivery is built around the principles of intelligence, insight, integration and impact:

Intelligence: We listen and learn to understand client's operational context, constraints and healthcare challenges.

Insight: With a deeper knowledge of client needs, we add our unique insights and on-the-ground experience to identify the considerations, opportunities and pathways that are critical to success.

Integration: Working in close collaboration, we develop bespoke solutions, adapting integrated capabilities to the unique requirements of every client.

Impact: By increasing the quality and efficiency of health delivery, we enhance our clients' investment in health. Iqarus has two principle Business Units: Occupational Health (predominantly supporting North Sea Oil and Gas), and Global Health Services.

The Occupational Health Business is centred around a preventative approach to managing the health and wellbeing of our clients' workforces mainly in the North Sea and is firmly set on becoming the centre of excellence for Occupational Health.

The Global Health Services Business provides intelligent health solutions that enable organisational missions to operate and grow in the world's most difficult and challenging environments using technology-enabled capabilities at the forefront of prevention and detection of workforce health issues (e.g. occupational health and industrial hygiene), enhancing health, well-being and performance in a workforce. GHS additionally provides national infrastructure capacity building in health delivery projects, through the design, build and management of medical treatment facilities, recruitment of medics and training, knowledge transfer and clinical governance/oversight.

Iqarus's values are built around the principles of integrity, innovation, intelligence and implementation:

Integrity: For 40 years the oil and gas industry has been relying on us to provide highly skilled medical and healthcare professionals across the world. We never forget that integrity, responsibility and accountability are at the very core of our relationships with patients, clients, suppliers and staff.

Innovation: We constantly seek to evolve and adapt our services to the unique and changing needs of our clients. We are committed to be the industry leader in developing and deploying technology-enabled solutions to enable efficient, effective health management.

Intelligence: In both senses of the word, intelligence is at the heart of everything we do. We expect our staff to apply insight and creativity in understanding our client's needs and in developing focused, effective solutions. We also believe that the collection and insightful, proactive analysis of health data is an essential element in delivering value.

Implementation: We take excellent care of our clients, and closely manage the medical solutions that we deliver. We have the experience and knowledge to reliably deliver our services in the most challenging physical and business environments in the world.

Through a strategic alliance with International SOS, Iqarus also benefits from the combined capabilities of more than 11,000 staff operating around the world. The organisation is entering a critical phase in its growth strategy and requires dynamic personnel to lead and support the growth of the business.

Summary of Role

The purpose of the role is to forecast, manage, and effectively deploy clinical resourcing levels across the Onshore Operations division of the HRM Business Unit while ensuring operational and contractual compliance to both company and client requirements. This scope of the role includes clinical staffing levels for Iqarus' owned clinics across the UK as well as long term and ad hoc provision of clinical staff to client sites. In addition, the role will support the Resource and Offsite Operations Manager in the commercial management and strategic development of clinical and offsite service delivery.

Key Accountabilities

The role accompanies the following key functions:

Primary Role:

- Pro-actively review, plan and update Offsite Nurse/Technician Rotas, and work with Offsite Nurse Manager, Clinic Nurse Manager, Clinical Director – Onshore to ensure all UK clinics and client site visits are covered with suitably trained personnel maximising resource availability, utilisation and revenue
- Maintain and reflect eCW with relevant clinic rotas, rotations and ad-hoc blocks
- Focal point for organising any site work utilising third party providers
- Receive and respond to all regular and ad-hoc offsite booking enquiries (Health Surveillance, Drug & Alcohol Testing, Medical Advisory, Offshore audits etc.) from new/existing clients, within set KPI, and clarify scope of work as required to maximise revenue
- Identify appropriate resource(s) with Offsite Nurse Manager, Onsite Clinic Manager and Clinical Director – Onshore to have work completed in a timely manner with the best possible service levels adhered to
- Create and agree in advance of job work flow in line with client expectation and scope of work
- Liaise with relevant stakeholders (People & Professional Development, Administration team, Contract Managers, Clinicians) to ensure all administrative matters are managed appropriately, including out of hours medicals
- Review leave requests (Annual Leave, Sick, Maternity, Paternity etc.) update rotas, and where required seek suitable alternate cover advising the client of any changes in a timely manner
- Escalate any gaps in clinic or site cover to Resource & Offsite Operations Manager
- Maintain Clinical Team training matrices and database
- Review and book any necessary mandatory, Client and CPD training liaising directly with the Training team to co-ordinate suitable dates and providers whilst updating budget/forecast e.g. ALSS training, OGU Medicals, BOSIET/FOET, TREC Travel training
- Work closely with the Contract Management Team to understand and obtain costings for invoicing
- Attend site meetings as appropriate with key stakeholders to understand new client requirements and establish suitable working environments and effective timetables
- Book travel and accommodation, organise visas and travel appointments for Clinical & Offsite team as necessary in line with Iqarus Business Travel Policy
- Ensure offsite team have required work pack and information to attend site to complete an effective visit
- Process and approve timesheets for additional hours and if appropriate add to client invoice
- Complete and collate client invoicing on a regular basis to ensure work is billed with valid Purchase Order and in line with contractual billing periods/requirements
- Act as focal point for Client and Offsite/Clinical team before, during and after site visits
- Provide operational support and oversight for UK wide Iqarus clinics
- Monitor return of offsite paperwork and update work detail. Report on active eCW Documents and Actions

- Annual Flu Season – order all vaccines, monitor stock levels and divert to Client sites as required, arrange all offsite flu clinics for UK wide Clients and process invoices accordingly
- Pro-active management and ongoing maintenance of onshore equipment and calibration log
- Organise and minute monthly meetings as needed
- Work with clinical team and feedback to Resource & Offsite Operations Manager ideas how to constantly innovate and improve the way we deliver our services and ensure best use of clinical staff time.
- Administration of PPE and Uniform requests
- Support procurement team as required by processing medical/vaccination onshore orders using the purchasing system in a timely manner ensuring delivery deadlines are met and liaising accordingly with suppliers
- Work with other Clinical Resource & Offsite Operations Executives to ensure all weekly tasks are completed and assist each other as necessary
- Support with resourcing and delivery of offshore audits
- Undertake any other duties from time to time as required by line manager and in line with the skillset of employee

Secondary Role:

- Pro-actively review, plan and update Physician Rota and work with Clinical Director – Onshore to ensure all UK clinics and client site visits are covered with suitably trained personnel maximising resource availability, utilisation and revenue
- Prepare and distribute Topside & Diving rota bi-monthly ensuring all shifts are covered and on call doctors are appraised of changes
- Respond to escalated booking requests for any urgent appointments
- Clinician first point of contact for any non-clinical queries
- Revalidate OGUK PIN's and complete specialist HSE returns on an annual basis
- Monitor and forecast resource levels on an ongoing basis and escalate potential requirements for additional personnel
- Approve expenses and invoice expenses as needed in line with Iqarus Business Travel policy
- Schedule Medical Advisory as needed and monitor requirement for additional resource ensuring all suitable advisory work is billed accordingly
- Monitor and work with Clinic Nurse Manager to expedite clinic delays, backlogs and staffing levels
- Maintain eCW client portal, deliver internal/external training and act as focal point for queries
- Focal point for background eCW operating functions

Application Criteria

Experience:

- Experience of working within administration/front facing customer service environment, preferably with a logistics focussed background in the Oil & Gas industry
- Experience of working in a team environment
- Experience of handling highly sensitive medical and commercial data
- Attention to detail

Key Technical Skills:

- Highly competent in IT packages such as Office 365, MS Office, Salesforce, eCW etc.
- Sound Financial and commercial knowledge and practices
- Technical writing skills

Key Soft Skills:

- Outstanding written and verbal communication skills with the ability to work effectively and dynamically, fostering an environment of team working
- Positive and strong critical thinking, pro-active, analytical and problem solving skills with the ability to adapt to the ever changing environment, reacting quickly to meet challenges whilst exercising calmness under pressure
- Excellent conflict management and negotiating skills
- Ability to work with a high level of autonomy and initiative, taking the lead when hurdles arise or tasks require completion

Acknowledged and Agreed:

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(Employee Signature)

Date: