



Deputy Rota Team Manager

Job Overview

The Deputy Rota Team Manager will support the Rota Team Manager in the day-to-day coordination and delivery of Severnside's operational and clinical rotas. This role will help ensure that rotas are designed, managed, and maintained in line with service requirements, and that rota administration is delivered effectively.

Working closely with the Rota Team Manager and wider Rota Team, the Deputy will lead on designated aspects of rota creation and problem-solving, support the training and supervision of Rota Administrators, and act as a key point of contact for clinical and non-clinical colleagues on rota-related matters.

Main Responsibilities

Rota Management and Coordination

- Lead in the management of the Severnside operational rota, including proactive planning (including for bank holidays) and responding to short notice absence/changes
- Manage the day-to-day upkeep of RotaMaster, ensuring accurate session data, shift information, and reporting.
- Support the timely and accurate recording of sessional cover, shift status, special rates, and sickness episodes.
- Take responsibility for short notice cover arrangements, applying agreed escalation processes and communicating with relevant staff and managers.
- Allocate and process New Starter and CHOC forms in accordance with agreed timescales
- Build and maintain strong working relationships and great communication with the Service Delivery Team
- Build and maintain strong working relationships and great communication with the Clinical Admin Team

Team Leadership and Supervision

- Provide day-to-day coaching and support to Rota Administrators, ensuring they are trained, competent, and have clarity on their responsibilities.

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- Deputise for the Rota Team Manager when required, including during periods of absence.
- Promote a collaborative and inclusive team culture, by developing a close working relationship with the rota team manager and offering guidance and supervision to the wider rota team to help maintain high standards of rota service delivery.
- Support the implementation and review of standard operating procedures and best practice within the team.

Stakeholder Engagement

- Act as a key contact for clinicians and non-clinical staff regarding rota-related queries and processes.
- Assist with onboarding communications to new clinicians and staff, ensuring a smooth transition into the rota system.
- Support effective working relationships with internal departments, including Service Leads, IT, and Clinical Governance, to enable accurate data capture and reporting.

System and Data Quality

- Maintain high standards of data accuracy within RotaMaster and other rota-related systems.
- Assist in regular data reviews and audits to ensure the quality and timeliness of information, including CHOC forms and Care Plan entries.

Other Duties

- Provide administrative support for clinical recruitment and rota-related engagement events.
 - Oversee elements of the Registrar process, including system set-up and coordination with relevant departments.
 - Monitor and maintain accurate records for clinical audit support and practice liaison calls.
 - Participate in regular team meetings, 1:1s, and performance development reviews.
 - Maintain up-to-date knowledge of BrisDoc policies and procedures, ensuring compliance in all duties.
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General Duties

You can read the full list of general duties and expectations via the link below:

www.brisdoc.co.uk/workwithus/general-duties

Person Specification

About You

Essential Criteria

- Experience working in a rota or workforce planning environment.
- Strong organisational and administrative skills.
- Ability to supervise and support staff effectively.
- Confident communicator across a range of mediums (e.g. telephone, email, SMS).
- Comfortable using rota management or scheduling software (e.g. RotaMaster).
- High attention to detail and commitment to data quality.
- Ability to work flexibly and respond to service needs at short notice.

Desirable Criteria

- Previous experience working in a healthcare or NHS environment.
- Experience supporting recruitment or clinician onboarding.
- Familiarity with Clinical Guardian, AdastrA, or EMIS systems.

Our Values

BrisDoc is a proudly employee-owned Social Enterprise. We are committed to:

- **Our Patients** – Delivering compassionate, timely, and equitable care.
- **Our People** – Fostering a culture of support, development, and well-being.
- **Our Services** – Delivering high-quality, efficient, and sustainable healthcare.
- **Our Resources** – Using our tools and systems effectively.



- **Our Social Impact** – Promoting environmental responsibility and community inclusion.
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General Requirements

- Ability to work additional hours to cover staff absence or service pressures.
 - Regular attendance at mandatory training sessions and staff development activities.
 - Adherence to BrisDoc's policies, procedures, and NHS code of conduct.
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Note: This job description is not exhaustive and may be reviewed periodically in line with service needs and organisational priorities.