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| A | **Post Details** | | | |
|  | Job Title: Occupational Health Coordinator |  | Function: People |  |
|  | Location: 4ML / Hybrid |  | Unique Post Number: |  |
|  | Reports To: Occupational Health Team Manager |  | Grade: ASG |  |
| B | **Purpose of the Job** | | | |
|  | The Occupational Health Coordinator plays a key role in supporting the operational and strategic delivery of occupational health services across Southeastern. Occupational health sits at the heart of our people strategy within HR Services and continues to evolve in response to business needs and industry change. This role supports the effective coordination and modernisation of our occupational health provision, ensuring it remains fit-for-purpose and responsive.  This position combines high-level administrative capability with responsibility for service coordination, supplier engagement, case tracking, and project delivery. It supports broader strategic transformation initiatives across the business, including supplier reimagination and support with health and wellbeing campaigns. The post holder will work closely with internal stakeholders, OH providers, and the Health and Wellbeing Team to ensure a consistent, compliant, and effective service for all colleagues. | | | |
| C | **Principal Accountabilities** | | | |
| C1  C2  C3  C4  C5  C6  C7  C8  C9  C10 | Take ownership of the day-to-day coordination and administration of occupational health activities across the organisation.  Lead on the tracking and scheduling of medical assessments, referrals, and outcomes, ensuring timely progression and escalation where necessary.  Maintain and audit employee occupational health records using systems such as Medigold One, Oracle, and Netdocs, ensuring compliance with GDPR and internal data protection policies.  Manage the Occupational Health inbox, independently triaging queries and escalating as required.  Support the Occupational Health Team Manager in reviewing supplier performance, developing reports, analysing trends, and identifying opportunities for service enhancement.  Work collaboratively with the Health and Wellbeing Manager to deliver health awareness campaigns and initiatives, contributing to planning and logistics.  Produce periodic reports and dashboards to support decision-making and senior management updates.  Develop and maintain quick-access trackers, audit tools, and workflows that improve visibility and control of OH data.  Deputise for the Occupational Health Team Manager in meetings and internal forums as required.  Proactively identify opportunities to streamline processes, adopt digital tools, automation and improve internal workflows.  Coordinate with internal teams such as Payroll, HR, and Line Managers to ensure a seamless approach to case management.  Schedule and organise meetings, training events, and supplier reviews, ensuring accurate records and action logs are maintained. | | | |

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| D | **Safety Responsibilities** | | | | |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | ✓ |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | ✓ |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | ✓ |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | ✓ |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below) | Yes |  | No | ✓ |
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| D6 | The post holder has the following specific safety responsibilities: | | | | |
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|  | Safety Interface with the following external parties:   * [list interfaces or delete if not applicable | | | | |
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| E | **Decision making Authority** | | | | |
| E1 |  | | | | |
| F | **Most Challenging and/or Difficult parts of the role** | | | | |
| F1 | Building and maintaining relationships with multiple internal stakeholders and ensuring swift service recovery to any impacts from external service providers. | | | | |

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| G | **Person Specification** |
|  | We want everyone who works here to be proud to serve the South East, to feel able to do the job well and to feel that what they’re doing is worthwhile. And we know that it’s the thousands of tiny moments we all experience every day that make the difference – the decisions we make, the support we give and receive, the things that seem small that have a real impact and earn massive respect. Here are some examples which highlight what our ways of working look like for everyone. We Think ‘What If?’  We see something we could do better. We get involved   * Providing alternative solutions to overcome difficult situations * Being brave and curious to understand the wider context beyond your role * Identifying and exploring possibilities, considering the bigger and smaller picture * Influencing colleagues to test and share ideas and align them to our goals * Applying a ‘keep it simple’ approach to how you think about, organise and communicate the way forward   We Show We Care  We look out for people. We do what we can to help.   * Putting yourself in the shoes of customers and colleagues and proactively responding to their needs * Listening to understand and being open to differing opinions * Embracing diversity and adapting your behaviours to increase inclusion * Developing meaningful, supporting relationships with customers and colleagues * Treating everyone with respect and encouraging others to do the same   We Make Great Things Happen  We take on a task. We get it done.   * Delivering results with pace and urgency when required and ‘giving it a go’ while staying safe * Taking ownership for overcoming challenges to ‘see it through’ * Opening sharing knowledge, information and experience * Collaborating with colleagues to deliver as a team, as well as individually * Looking for opportunities to learn and improve the organisation, and yourself   All shortlisted candidates will be assessed against our Ways of Working.  The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)  * Proven experience in an administrative role (Essential). * Familiarity with occupational health processes or working in a healthcare/HR setting (Desirable). * Experience using systems to manage records and produce reports (Essential). |
| G2 | Skills (including any specific safety critical competencies)  * Excellent organisational and time management skills. * Strong attention to detail and accuracy in record-keeping. * Effective communication skills, both written and verbal. * Proficient in Microsoft Office Suite (Word, Excel, PowerPoint). * Ability to handle sensitive and confidential information with discretion. * A proactive approach to problem-solving and process improvement. |
| G3 | Behaviours  * A team player who works collaboratively and supports colleagues. * Customer-focused with a professional and approachable demeanour. * Adaptable and able to prioritise effectively in a fast-paced environment. |
| G4 | **Other** |

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| H | **Dimensions of role** | | | | |
| H1 | Financial – Direct: | |  | | |
| H2 | Financial – Other: | |  | | |
| H3 | Staff Responsibilities – Direct: | |  | | |
| H4 | Staff Responsibilities – Other: | |  | | |
| H5 | Any Other Statistical Data: | |  | | |
| I | **Acknowledgement** | | | | |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **J** | **Job Description Briefing** | | | | | |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements** | | | | | |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. | | | | | |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: | | | | | |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |