

Job Profile

JOB TITLE:

Shift Lead

REPORTS TO:

Helpline Service Manager or Online Service Manager

JOB PURPOSE:

The Shift Lead is responsible for the real-time operational leadership of Helpline & Online Services during allocated shifts. The post holder ensures services are safe, effective, responsive and performing to expected standards by providing visible frontline leadership, supporting advisers and volunteers, managing safeguarding concerns and coordinating service delivery.

The Shift Lead connects planning and performance activity with real-time operational delivery. The role ensures staff, volunteers, bank staff and sessional workers are supported during shifts, risks are escalated appropriately and learning from service reviews, SOP updates and quality activity is reinforced in practice.

DIMENSIONS:

- Direct operational leadership of Advisers, Bank Staff, Sessional Staff and Volunteers during assigned shifts.
- Responsible for real-time management of service demand, staffing and queue performance.
- First point of escalation for safeguarding, incidents, complaints and operational risks.
- Contributes to quality assurance, coaching, induction and workforce development activity.
- Supports implementation of SOPs, briefings, learning and operational improvement activity.
- Provides operational cover across a 24/7 service, including evenings, weekends and nights where required.

INTERNAL AND EXTERNAL CONTACTS:

Internal

- Service Managers.
- Helpline Advisers and Online Advisers.
- Volunteers, Bank Staff and Sessional Staff.
- Planning & Performance Team, Resource Planning Coordinator and Volunteer Coordinator.
- Service Improvement Facilitators.

- Quality, Safeguarding, Governance, Digital, Data and Technology Teams.

External

- Partner agencies and treatment providers.
- Emergency services and statutory agencies where required.
- External suppliers relating to operational incidents.

Overall accountabilities:

Operational leadership

- Provide visible leadership and decision-making during shifts.
- Monitor queues, service demand and staffing levels, taking action to maintain accessibility and performance.
- Coordinate real-time deployment of staff, volunteers, breaks and resources.
- Act as Duty Shift Lead and ensure smooth handovers.
- Escalate significant operational risks or performance concerns to Service Managers.

Safeguarding, risk and escalations

- Provide support and guidance for safeguarding concerns, high-risk contacts and complex situations.
- Ensure organisational safeguarding procedures are followed consistently.
- Lead the management of incidents, complaints and operational issues occurring during shifts.
- Maintain accurate records and complete required reporting and escalation processes.
- Ensure advisers and volunteers receive support following challenging or high-impact contacts.

People support, coaching and learning

- Coach and support Advisers, Volunteers, Bank Staff and Sessional Staff throughout shifts.
- Provide regular feedback, guidance and performance support.
- Assist with induction, onboarding and development of new team members.
- Reinforce SOP updates and learning provided through the Service Improvement function.
- Identify learning needs or performance concerns and escalate appropriately.

Workforce and planning support

- Work with Resource Planning to identify and escalate gaps in staffing, skills or volunteer coverage.
- Support the Volunteer Coordinator by ensuring volunteers are welcomed, supported and able to contribute safely.
- Provide operational feedback to Planning & Performance on emerging demand pressures and risks.

- Support the implementation of service improvements during shifts.
- Promote collaboration between Helpline, Online Services and wider teams.

Person specification – essential criteria

- Experience of supervising, coaching or leading staff or volunteers within a Helpline, charity contact centre, health, social care or support service environment.
- Knowledge and practical understanding of safeguarding, risk management and incident management and escalation processes.
- Strong communication and interpersonal skills with the ability to give clear direction, provide coaching and constructive feedback effectively.
- Ability to analyse operational information and use data to identify issues and support improvement.
- Confident using digital systems, contact handling platforms and reporting tools while maintaining accurate records, meeting high standards of service quality and compliance.
- Excellent spoken and written English, with the ability to communicate clearly, accurately and appropriately with colleagues and stakeholders.
- Ability to support staff and volunteers with high-risk, complex or challenging contacts, including providing appropriate post-contact support.
- Ability to remain calm, resilient and solution-focused when working under pressure or managing competing operational priorities.
- Ability to build positive working relationships across different teams, shifts and service areas, promoting collaboration and shared learning.
- Ability to use operational information, feedback and data to identify issues, escalate risks and support service improvement.
- Understanding of, and commitment to, working in line with organisational policies, SOPs, safeguarding procedures and service quality standards.
- Commitment to inclusive, supportive and compassionate leadership, with the ability to contribute to a positive team culture.

Circumstances:

- Builds and maintains effective working relationships with colleagues working across a range of shifts, locations and service areas, contributing to a positive, collaborative and integrated service culture.
- Ability to travel occasionally to GamCare offices, events, meetings and external stakeholder activities as required.
- Where two Shift Leads are rotad on a night shift, the secondary Shift Lead will be expected to undertake a significant proportion of frontline contact handling activity during the shift. This arrangement ensures operational capacity is maintained while enabling the lead Shift Lead to focus on oversight, escalation management, decision-making, and wider service responsibilities.

To be noted:

This job description will be reviewed regularly. Any changes will be discussed with the post holder. This is not an exhaustive list of duties and responsibilities the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with your line manager.