



Procedure:	Northumbria Blood Bikes Rota Definition: Rota 9 – Shift Coordinator - General		
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Approved:	19/05/2015	By:	Executive Committee
Doc Ref	ROTA 000	Version	1.1

A. Why do we need this Procedure

This document sets out the requirements for Rota 000 – Shift Coordinators

B. Who is Responsible for this Procedure

The Rota Manager of the group is responsible for the maintenance of this procedure.
The Executive Committee is responsible for approving this procedure.

Any person operating a shift on Rota 000 is bound by the rules laid out in this procedure.
Any person operating any NBB Rota should be aware of the contents of this procedure.

C. When will this Procedure be reviewed

The procedure will be reviewed a maximum of one year following its approval.

D. How will changes be notified

The latest version of the procedure will be made available via the members' library on the group website. New versions will be announced via email to all qualified riders, drivers, shift coordinators and the executive committee.

1. Aim of Rota

- 1.1.** This Rota operates to provide shift coordinator cover for NBB operations.

2. Operational Times

- 2.1.** The shift coordinator rota operates seven days per week, 365 days per year.
- 2.2.** Shifts for coordinators are five or six or seven hours long, designated, Morning, Afternoon, Evening and Night. The times of individual shifts are laid out in the individual shift definitions below.
- 2.3.** A coordinator may cover a maximum of three such shifts in any given 24 hour period.
Time spent as a shift coordinator is deemed to be 'operational duty' and may not, therefore be preceded, or followed, by a riding or driving shift without at least a 12 hour break.

3. Morning

- 3.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 3.2.** This rota begins at 07:00 hours. The shift coordinator must have completed the handover procedures and be ready to begin the rota at 07:00
- 3.3.** This rota completes at 13:00 or following a successful handover to a morning shift coordinator.

4. Afternoon

- 4.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 4.2.** This rota begins at 13:00 hours. The shift coordinator must have completed the handover procedures and be ready to begin the rota at 13:00.
- 4.3.** This rota completes at 19:00 or following a successful handover to an evening shift coordinator.

5. Evening

- 5.1.** This rota operates seven days per week, 365 days per year.
- 5.2.** This rota begins at 19:00 hours. The shift coordinator must have completed the handover procedures and be ready to begin the rota at 19:00.
- 5.3.** This rota completes at 00:00 or following a successful handover to a night shift coordinator.

6. Night

- 6.1.** This rota operates seven days per week, 365 days per year.
- 6.2.** This rota begins at 00:00 hours. The shift coordinator must have completed the handover procedures and be ready to begin the rota at 00:00
- 6.3.** This rota completes at 07:00 or following a successful handover to a morning shift coordinator.

7. Resources

- 7.1** Shift coordinators need to be able to have the use of a laptop or other suitable computer with functioning speakers and microphone and capable of running the NBB Despatcher, Andromeda software and other NBB software packages

A broad band connection is required (not pay as you go) and a suitable phone line, fixed or mobile.

8. Operational Location & Handovers

8.1. Coordinator shifts are operated from a coordinator's home or other place designated by them that meets the NBB minimum technical specifications for coordinating.

8.2. At end of shift, the outgoing coordinator shall, reach agreement with the incoming coordinator. Where a rider/driver is "inflight" completing a job that will overlap the shift times, the rider/driver must be notified of the handover AND the incoming coordinator is satisfied they have all relevant information to complete the job.

9. Duties

9.1. Shift Coordinator duties are laid out in a separate procedure

10. Exceptions and Variations

10.1. There are no Exceptions or Variations.

11. Administration

11.1. NBB Documentation

11.1.1. Shifts that you cover must be recorded in the Online Rostering System (OLRS). Instructions for reserving multiple or consecutive shifts in the OLRs are provided in the OLRs training materials available from the NBB web site.

12. Training

12.1. Training and support will be provided, and recorded in the membership record

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Version Control and History

Date	Version	Author:	Reason For Change
19/05/2014	1.1	Chris Mitchell	First Version