



Type: Procedure	Northumbria Blood Bikes Rota Definition: Shift Controller – General Definition		
Owner:	Rota Manager	Author:	Mike Thompson
Approved:	13/02/2019	By:	Executive Committee
Doc Ref	ROTA000	Version	2.4

#### **A. Why do we need this Procedure**

This document sets out the requirements for ROTA000 – Shift Controllers

#### **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 as a shift controller 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 Two years 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 Controllers and the executive committee.

## **1. Aim of Rota**

- 1.1.** This Rota operates to provide Shift Controller cover for NBB operations.

## **2. Operational Times**

- 2.1.** The Shift Controller rota operates seven days per week, 365 days per year.
- 2.2.** Shifts for Controllers are six 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 Controller may cover a maximum of three such shifts in any given 24 hour period.  
Time spent as a Shift Controller 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 Shift**

- 3.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 3.2.** This rota begins at 07:00 hours. The Shift Controller 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 an afternoon Shift Controller.

## **4. Afternoon Shift**

- 4.1.** This rota operates on Saturdays, Sundays and English Public Holidays.
- 4.2.** This rota begins at 13:00 hours. The Shift Controller 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 Controller.

## **5. Evening Shift**

- 5.1.** This rota operates seven days per week, 365 days per year.
- 5.2.** This rota begins at 19:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 19:00.
- 5.3.** This rota completes at 01:00 or following a successful handover to a night NBB Shift or VOCARE Controller.

## **6. Night Shift**

- 6.1.** This rota operates seven days per week, 365 days per year.
- 6.2.** This rota begins at 01:00 hours. The Shift Controller must have completed the handover procedures and be ready to begin the rota at 01:00
- 6.3.** This rota completes at 07:00 or following a successful handover to a morning Shift Controller (not applicable on week day single Public Holidays).

## **7. Resources**

- 7.1** Shift Controllers need the use of a Windows based laptop or other suitable computer with functioning speakers and microphone (or a headset) and capable of running the NBB Dispatcher software and other NBB software packages
- 7.2** A broadband connection is required (not pay as you go) and a suitable phone line, fixed or mobile.

## **8. Operational Location & Handovers**

- 8.1.** Controller shifts are operated from a Controller's home or other place designated by them that meets the NBB minimum technical specifications for shift controlling as laid down in 7 above.
- 8.2.** Towards the end of shift, the incoming Shift Controller shall contact the outgoing Shift Controller and they shall reach agreement regarding the handover. Where a rider/driver is "in flight" the outgoing controller must hand over details of any jobs that are 'in flight'. The incoming controller will transfer the hotline to their number(s) and the outgoing controller must log out of, and close down, the Dispatcher software to allow the incoming controller to log on.

## **9. Duties**

- 9.1.** Shift Controller duties are laid out separately
- 9.2.** 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.
- 9.3.** We ask that every member tries to book at least two shifts a month to share the load evenly amongst the group.
- 9.4.** In order to ensure the statistics we submit to the trust are accurate, it is important that all controllers enter their jobs into the Job Logger as soon as possible, and no later than 48 hours after the end of their shift.

## **10. Exceptions and Variations**

- 10.1.** There are no Exceptions or Variations.

**Northumbria Blood Bikes Rota Definition:  
Rota 0 – Shift Controller General**

**Version Control and History**

<b>Date</b>	<b>Version</b>	<b>Author:</b>	<b>Reason For Change</b>
19/05/2014	1.1	Chris Mitchell	First Version
22/02/2017	2.0	Mike Thompson	Periodic review, Formatting changes, New Logo and charity number
09/02/2019	2.1	Ronnie Paton	Added time limit to 11.2
12/02/2019	2.2	Ronnie Paton	Moved section 11 to section 9, changed wording of 9.3
August 2023	2.3	Ria Burnett/Paul Curran	Periodic review – no major changes
August 2025	2.4	Ria Burnett	Periodic review – no major changes