



Enhanced Care Services - Event Dispatcher

Job Title:	Event Dispatcher
Responsible Directorate:	Event Operations
Version Date:	November 2025

About Us

Enhanced Care Services (ECS) is a rapidly developing, clinically led organisation with a clear ethos of high-quality provision across all healthcare sectors. Founded in 2015, ECS has grown into a well-regarded provider of medical cover at a wide variety of events, ambulance and clinical services, and medical education at all levels. With high standards and a strong focus on patient care, ECS continues to expand and innovate in its delivery of services.

We are seeking motivated and confident individuals to join our Dispatch team. You will play a key role in coordinating ECS resources, supporting clinical teams, and ensuring the safe and efficient flow of information during events. The ideal candidate is calm under pressure, an effective communicator, and able to make sound decisions in a fast-paced environment.

Role Summary

- Work as part of the ECS event team to provide event control services
- Communicate with and deploy ECS clinical teams at events
- Receive, log and prioritise requests for medical assistance from other event services
- Liaise with the relevant NHS Ambulance Service control room
- Utilise radio and computer systems to communicate with teams, send appropriate resources and record actions
- Maintain an appropriate geographical spread of resources
- Escalate any serious or potentially serious incident to Dispatch Team Lead or Event Medical Manager.

Criteria	Essential	Desirable	Assessed
Qualifications and Training			
Current event control room experience or emergency services control / dispatch experience	✓		Application form Interview
Telephone triage system (e.g.AMPDS or NHS Pathways) trained		✓	Application form Employment checks
NHS Ambulance Service dispatch experience		✓	Application form Employment checks
Relevant additional courses such as major incident management		✓	Application form Interview
Skills, Knowledge and Experience			
Previous large scale event control experience or ambulance service control room experience	✓		Application form Interview
Experience of using computer aided dispatch systems	✓		Interview
Able to communicate clearly and confidently in person, or by using telephone and radio systems	✓		Interview Scenarios
Aptitudes and attributes			



ENHANCED Care Services

Demonstrate good interpersonal communication and social skills	✓		Scenarios Interview
Demonstrate ability to work on own initiative	✓		Interview Scenarios
Potential and willingness for personal change with the ability and commitment to learn new skills	✓		Interview
Ability to prioritise workload and act under pressure	✓		Scenarios
Other position requirements			
Flexible with regards to hours of work	✓		Interview
Able to work a full range of shifts and locations	✓		Interview
Enhanced DBS Clearance in last 2 years	✓		Employment checks
Commitment to maintaining compliance with ECS governance standards, including attendance at training days.	✓		Interview