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| **Job Title:** | Business Manager |
| **Band:** | 6 |
| **Hours:** | 37.5 |
| **Department:** | Operations Directorate |
| **Location:** | South London and Maudsley NHS Foundation Trust |
| **Reports to:** | Senior Business Manager |
| **Responsible for:** | Operations Directorate business and performance |

**Job Purpose:**

At South London and Maudsley NHS Foundation Trust, we believe in providing excellent care which is delivered with pride and compassion. Everything we do is to improve the lives of the people and communities we serve and to promote mental health and wellbeing for all.
To be a key resource delivering on key performance targets and business plans.

To lead on providing information to support compliance requirements, contract management, performance management and service developments.

To support the implementation, management and development of business information systems including the electronic Patient Journey System.

To be responsible for the management of specific projects and developments.

To provide professional leadership to administrative and secretarial staff.

To deputise for the Senior Business Manager as directed.

Support the Health and Safety advisors in demonstrating compliance with Health and Safety requirements and the completion, collation and timely submission of all Health and Safety assessments and documentation for the Operational Directorate.

**Communications and Working Relationships:**

Service and Clinical Directors
Deputy and Assistant Directors
Professional Heads and Nurse Leads
Clinical Business Support and Development Team
Health and Safety Advisors

KING'S HEALTH PARTNERS

An Academic Health Sciences Centre for London

Pioneering better health for all

Team secretaries and administrators
Consultants
Trust Infrastructure Departments
Finance
External Agencies

**Our values and commitments:**



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**Key Responsibilities:**

1) Operational Delivery

- Support and implement policy and service developments within the Care Pathways.
Leads meeting, sharing BLB, move to DBH – provided support to DLT and HR and ops team to cross check, reference and assure all staff had been noted as requiring consultation per ward.
- Develop and implement effective business and administrative processes throughout the Operational Directorate.
Lead and supervise the senior administration team and ward administrators
Lead on clinical outage to ensure alternative systems were shared, understood and complied with, to ensure there were no gaps in service delivery and clinical documentation and that all new systems and processes were being monitored for governance purposes and to ensure patient safety an operational delivery was upheld
- Act as a nominated link with specified Local Authorities to co-ordinate business management input.
Police liaison meetings and shared objectives, lead on repatriation, embassy liaison, finance management of this, devised repatriation checklist to assure all eventualities had been noted and risks mitigated lead on coordination, planning , purchasing of repatriations

2) Planning

- Support business planning for Care Pathways and regularly update progress against business plans
Collate data for my ward Dashboard, PH hub, distributed and followed up for completion and monitoring across acute CAG

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- Support implementation of business plans and service developments (including Capital Projects) within Care Pathways

Env meeting; H&S assurances, data monitoring and collation

3) Performance Management

- Manage Care Pathways performance management systems and provide validated, timely and accurate performance reports for the Trust, Operations Directorate and Care Pathways to meet external and internal requirements

Devise, share and monitor IP&Q, trust objectives with ward managers, DLT, operational and quality team, between this time data is collated and shared for hot spot areas and areas fif strengths and areas to impro0ve to ensure high quality service provision.

- Provide demonstrable assurance that data reporting systems are in place to provide performance reports as required.

EQA oversight and monitoring with KHP to ensure patient safety of medical devices across the acute cag pathway, reminder sot ward managers and scrutiny of data, escalating / providing biomedical servicing report

Ensuring all ward shave correct audits and action plans in place for H&S assurances, liaison with H&S lead, assess.net completion lead

Monthly reports provided of good quality and timeliness presented for ward managers to provide narratives monthly for IP&Q directorate CAG Objectives

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- Implement processes and systems to ensure data quality exceeds standards and benchmarks

132 rights, f/u calls for patient safety at high risk times of dx, EDD dates, ethnicity, AIS, datix monitoring, close relationship with governance team to circulate themes and areas of concern, good practice, themes, patient safety, environmental risks, operational and quality markers , lessons learned. FFS

4) Financial and Resource Management

- Assist the Deputy Directors and Heads of Care Pathways in monitoring financial performance including attending monitoring meetings with Finance

Lead on ensuring appropriate use of ward budgets, ward credit cards, cashiers, dx grants

- Support the production of cost improvement plans, budget setting and the production of reports as requested.

As part of monthly IP&Q including  sickness A/L, Observations to provide explanations on use of budget

- Support budget reviews and service developments.

- Support Heads of Care Pathways to provide assurance that all staff have access to supervision, appraisal, training and support.

5) Monitoring Monthly

- Assist operational managers in planning and servicing recruitment.

  Recruited into various roles, ensuring all Admin posts are at full capacity

- Provide professional leadership to administrative staff within the Care Pathways undertaking and ensuring satisfactory professional supervision and appraisal systems are in place.

Consistently:
Recording and delivering power points and teaching across the acute CAG for data systems, clinical records, patient liaison

MDT handover tool, assurance that edd / crfd dates are accurate and up to date for centralised data monitoring to achieve LOS targets, identify narratives

**Confidentiality**
Ensure Confidentiality of information is always maintained in accordance with Trust policies and the COT code of ethics and professional conduct