



Assistant Service Manager

Patient Access / Clinical Support Division

JOB DESCRIPTION



Chelsea and Westminster Hospital
NHS Foundation Trust



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Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

Job summary

Job title Assistant Service Manager

Band	Band 6
Division	Clinical Support Division (Patient Access – Administration Team)
Responsible to	Junior Service Manager – Patient Access
Accountable to	General Manager – Patient Access
Type of contract	Permanent
Hours per week	37.5
Location	Mainly based at Chelsea and Westminster Hospital although will be aligning across both hospital sites

The Assistant Service Manager is responsible for the delivery of high quality and efficient administrative services in defined clinical areas. The Assistant Service Manager will work closely and in partnership with other services within the Trust, in particular the nursing teams; clinical teams; and clinical divisions to achieve agreed performance, productivity targets and clinical quality indicators.

The Assistant Service Manager will assist the Junior Service Manager and the Service Directors in the delivery of objectives across the Directorate as well as directly managing mutually agreed projects and service improvement initiatives. Where appropriate, the Assistant Service Manager will work on mutually agreed projects as delegated by the Junior Service Manager and Service Manager.

Roles and Responsibilities

Operational Management

- Provide hands-on operational management to designated areas of the Directorate, ensuring the delivery of services in line with expected service standards.
- Be accountable through the General Manager and the Service Managers for the monitoring and delivery of key quality, productivity and performance targets.
- Support the Band 5 team leaders as required with developing new administrative processes and procedures in their areas.
- Promote excellent customer service throughout all areas of responsibility, taking remedial action to correct poor and unresponsive service
- Work closely with the clinical Divisional management teams to ensure the effective delivery of a responsive and efficient administration service that supports the patient's pathway whilst delivering departmental and organisation KPIs.
- Lead on the investigation and co-ordination of complaints that are predominantly administrative related within the directorate working closely with nurses, medical staff and with the Patient Advisors. Ensure corrective action is taken in response to patient feedback
- Be responsible for effective communication systems within areas of administration responsibility including regular team and departmental briefing.
- Undertake appropriate projects identified by the Service Managers/Deputy General Manager and General Manager.
- With support of the Junior Service Manager, participate in business planning and ensure that the administrative function supports and enables the delivery of clinical within the divisions and Outpatients.
- Assist the Senior Management Team in the production, implementation and revision of operational policies throughout the Directorate, instigating the changes to or implementation of policies and procedures.
- Deputise for Junior Service Manager in their absence
- Attend internal and external meetings and provide feedback to staff as relevant, particularly on new initiatives.
- Work closely with the Information and clinical coding Departments to ensure better capture of information and higher standards of data quality
- Keep up to date with new IT initiatives and all PAS developments and other Trust systems as they affect clinical administration services.

Management of people

- Ensure that effective line management of staff is undertaken professionally and that each member of staff has an appraisal and training and development plan consistent with Directorate, Division and Trust objectives.
- Support the Junior Service Manager for Patient Access to co-ordinate annual leave and study leave for all Team Leaders in order that cover is always maintained and agency expenditure is minimised.
- Line Manage the Team Leaders for the designated areas of responsibility
- Ensure close working relationships are maintained with the clinical professionals on all matter relating to patient care within the service

Financial Management

- Play an active role in identifying areas within the service where expenditure can be reduced and/or income generated.
- Be involved under the Service Manager's instruction in the business planning process, producing capital and revenue business cases and proposals for service development.
- Support the Service Managers in monitoring and managing relevant devolved budgets
- Undertake detailed information analysis of specific projects/reports requiring high levels of analysis.
- Contribute to management of performance information, taking a lead for specific projects and be responsible for the budget for the project.
- Provide information for the bank and agency expenditure for the team.

Technology

- Take an operational lead for existing technologies within the designated areas of responsibility
- Take a lead role in projects involving the introduction of new technologies
- Work with the Trust IT department and external providers, ensure the above systems operationally function on a day to basis to support hospital activity
- Plan staff training on new systems (clinical and administrative).
- Report to the Service Manager any deviation from agreed standards by the contracted provider

COMMUNICATION

- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions.

These duties are not exhaustive and will be reviewed with the post holder, allowing for amendments within the broad scope and band level of the role

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Key working relationships

- Medical staff
- Divisional managers
- Nursing staff
- Administrative teams
- Outside technology providers

Person specification

Job title	Assistant Service Manager
Band	Band 6
Division	Clinical Support Division – Patient Access

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

E = essential
D = desirable

Trust values

Putting patients first	E
Responsive to patients and staff	E
Open and honest	E
Unfailingly kind	E
Determined to develop	E

Education and qualifications

Educated to degree level or equivalent experience	E
Qualification in Management such as First Line Managers Diploma or equivalent experience	E
ECDL (or equivalent qualification/experience)	D

Experience

Demonstrable management experience (people and processes)	E
Significant NHS experience with sound knowledge of acute hospital processes	E
Knowledge of Patient Administration System and other relevant Trust system	E
Intermediate use of MS Excel or other spreadsheet packages	E
Experience of working within customer-driven service	E
Experience of working on projects	E
Experience of managing change	E

Skills and knowledge

Excellent oral and written communication skills	E
Knowledge of business management policies, procedures, practices acquired through education, professional qualifications or experience.	E
Information analysis skills and knowledge of using data to improve services	E
Ability to manage own time and balance competing demands	E
Good organizational skills in order to plan and prioritize workload	E
Evidence of ability to identify ways of improving systems	E
Willing to learn new systems	E
Awareness of new development in the NHS	E
Project management skills	E
Able to deal with conflict management and problem solving	E
Able to defuse situations involving verbal abuse, bullying, harassment and crises management.	E

Personal qualities

Work well as part of a team	E
Show initiative and the ability to plan and deliver work to deadlines	E
Committed to own personal development	E
Self-motivated and enthusiastic	E

Notes



Chelsea and Westminster Hospital
NHS Foundation Trust

369 Fulham Road
London
SW10 9NH

Main Switchboard
+44 (0)20 3315 8000

Website
www.chelwest.nhs.uk



fb.com/chelwest
fb.com/westmidhospital



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