

JOB DESCRIPTION

JOB TITLE:	Assistant Operations Manager
DIVISION:	RFH Site
SALARY BAND:	AfC Band 8a
RESPONSIBLE TO:	Senior Operations manager / Operations Manager
ACCOUNTABLE TO:	Divisional Clinical Director
HOURS:	37.5
LOCATION:	Royal Free Hospital

JOB SUMMARY:

The post holder will support the operations manager in the operational management at the RFH site.

Key responsibilities

- To manage administrative and support teams within the service / directorate
- Deliver appraisal and mandatory training requirements for all staff within these teams
- Lead the directorate performance management systems ensuring that Trust and standards are understood and adhered to and that performance reports are produced to enable divisional compliance
- Support the governance arrangements within the directorate including audit, complaints, incidents, risk and health and safety.
- To be responsible to the Operations manager for financial performance relating to delegated budgets and operational performance of the service / directorate
- Represent the operations manager as required

1. Key Working Relationships

- Operations Manager
- Directorate management team, including Operations Manager, Clinical Director and Matrons
- Clinical Service Leads for directorate and the service multi-professional teams.
- Risk and Complaints Managers
- Medical secretaries, ward clerks and other administrative support teams within the service / directorate
- Admissions team Outpatient appointment centre.
- Information department including the central validation team.
- Divisional Human Resources Business Partner, Associate Human Resource Business Partner, medical staffing managers and divisional recruitment team.
- Divisional Finance Analyst, Directorate Accountant and department staff.
- Clinical coding department.

2. Royal Free World Class Values

- The post holder will provide World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:
 - **welcome** all of the time
 - confident because we are clearly **communicating**
 - **respected** and cared for
 - **reassured** that they are always in safe hands
- The post holder is expected to promote a World Class Care culture and work in a way that is patient-centred, involves service users, responds positively to feedback from user groups and promotes teamwork across services.
- The post holder will take a leadership role in World Class Care within the directorate ensuring that subordinate staff maintain world class care standards and oversee staff being booked on to courses for world class care as necessary.

3. Furthering the Trust's Governing Objectives

- The post holder is required at all times you are required to promote the Royal Free London NHS Foundation Trust's (RFL) five governing objectives and participate in achieving relevant aspects of the Five Year Plan.
 - Excellent outcomes for patients
 - Excellent experience for our patients, staff and GPs
 - Excellent value

positively  **welcoming** actively  **respectful** clearly  **communicating** visibly  **reassuring**

- Full compliance
- A strong organisation
- The post holders role in promoting and furthering these objectives will be commensurate with grade and designated responsibilities.

4. Service Delivery, Service Improvement and Excellent Outcomes for Patients

- Support the operations manager in developing service development plans to align national direction/strategies and local priorities, considering the necessary changes in current practice and resourcing implications
- Identify areas of service improvement and opportunities. Support Operations Manager in developing Quality Innovation Productivity Prevention (QIPP) in the directorate.

5. Performance Management

- Lead the infrastructure which measures performance within the service / directorate (including RTT reports, waiting lists, discharge summary completion, outpatient new to follow up ratios, diagnostic treatment status, length of stay) Ensure data validation is completed to achieve required national and local RTT targets and milestones.
- Work across the division to ensure that the emergency access standards are consistently met for all patients.
- Support the investigation of patient complaints, analysing the issues and identifying any faults in procedures, processes or the treatment of patients and making appropriate recommendations to the Operations Manager and others to avoid future occurrences.
- Work with the Operations Manager to monitor activity levels including outpatients, diagnostics and inpatients. Develop improvement plans to achieve performance against targets and other imperatives impacting on the Trust.
- Ensure that all activity is accurately and fully coded thereby ensuring income is maximised and outpatient treatment status recorded for RTT measurement.
- Participate in monitoring and maintaining compliance with relevant CQC standards.

6. Communication

- Communicate clearly and effectively with staff to ensure they are kept up to date with divisional business plans and operational requirements.
- Provides complex information regarding performance in a motivational manner which encourages collaborative working in order to deliver against targets.

7. Staff Management

- To manage administration and support staff employed within service / directorate

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- Manage timely and effective recruitment and retention of staff in conjunction with the Human Resources department.
- Ensure appraisal is carried out for all staff and training needs are identified with resources.
- Manage mandatory training levels and ensure that service records are kept up to date.
- Be responsible for managing absence rates within the staff group.
- Ensure optimal use of staffing resources and review workforce requirements as required.
- Ensure staff are aware of and implement Trust policies and procedures and establish and implement local guidelines, policies and procedures as appropriate.
- Ensure that the Trust's policies on conduct and performance are adhered to and communicated effectively to all staff.
- Ensure that all staff are working to maintain a healthy and safe working environment.
- As required, lead on investigations within their own division and support Human Resources to provide independent investigations into complex Human Resource matters in other areas within the Trust.
- Support medical staff colleagues on recruitment of temporary and permanent medical staff
- Support the division to implement the staff survey action plan working with the OD Consultant, to raise the profile of the staff survey throughout your directorates to ensure compliance with national targets and genuine improvements in working lives based on local evidence.

8. Patient Flow and Bed Management

- Work with clinical colleagues and the site management team to facilitate effective bed management including prioritising admissions, facilitating timely discharge, and escalating delays in discharge.
- Participate in the divisional sit rep and cross organisational information gathering and submission and attend bed meetings as required. Liaise with external organisations when delays identified with transfers to other hospitals.

9. Excellent Experience for our patients, staff and GPs

- Support the promotion of World Class care culture and work in a way that is patient-centred, involves service users, responds positively to feedback from user groups and promotes teamwork across services.
- Support the development of the divisional action plan to ensure that there is an effective communication cascade

- Ensure all departmental staff groups are involved in the development and implementation of the QIPP programme and other planned changes
- Ensure that changes to services are fully communicated both within the organisation with staff and patients and with external partners, including GPs, Commissioners.
- Support the development of the patient experience working group as part of the QIPP programme

10. Business Planning and Management

- To actively promote and protect the business interests of the Royal Free London NHS Foundation Trust with other healthcare organisations and agencies.
- To plan, organise and arrange activities to link with the overall directorate strategy.
- Involved in the development of future policies and planning developments for the directorate.
- Oversee future departmental policies and planning developments for the directorate.
- To support service review and development as required. This will involve process mapping/review, patient and staff involvement in re-engineering, change in practice, skill-mix review, changes in roles and responsibilities.

11. Financial Budgetary Management

- Be accountable to the Divisional Board for financial performance relating to delegated budgets and the QIPP programme
- Be responsible for budget setting and effectively working within resource constraints.
- Develop the use of patient level costing and service line reporting to support and inform financial management
- Work with IM&T and Planning teams to ensure targets for clinical coding are met to maximise income in line with payment by results (PBR), ensuring clinicians are engaged in the process.
- Oversee financial and activity modelling projects as required in order to complete or contribute to the development of service business cases
- Work with IM&T and Planning teams to ensure targets for clinical coding are met to maximise income in line with payment by results (PBR), ensuring clinicians are engaged in the process.

12. Information Management

- In conjunction with the Divisional Information Partner ensure that all service entities within the management portfolio are provided with high-quality, well-presented and relevant data reports supporting services in understanding operational efficiency, performance against national and local targets, activity and financial performance, and service size, configuration and potential for growth.

13. Quality and Governance

- Participate in monitoring and maintaining compliance with relevant CQC standards.
- In conjunction with the Operations Manager, take part in the development of the annual Quality Innovation Productivity Prevention Programme working on activities to implement it as required.
- Contribute to the achievement of CQUINs relevant to the directorate
- Support the divisional risk and governance team to investigate, plan and implement response to incidences and complaints
- Promote the corporate and clinical governance frameworks within the directorate

14. Represent the Operations Manager

- To represent the Operations Manager or other senior managers as required

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

To work in close collaboration with the Infection Control Team.

To ensure that monitoring of clinical practice is undertaken at the agreed frequency.

To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.

To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.

To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.

Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

Conflicts of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Vulnerable Groups

To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with

the Children Act 2004, Working Together to Safeguard Children (2006) and No Secrets guidance (DH 2000).

To demonstrate an understanding of and adhere to the trust's child protection policies.

No Smoking

The Trust implemented a No Smoking Policy, which applies to all staff. Staff contravening this policy will be subject to disciplinary procedures.

Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

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