

AGENDA FOR CHANGE: JOB DESCRIPTION

Post Title:	Business Manager
Directorate/Department:	Critical Care, Theatres & Anaesthetics
	Division A
Agenda for Change Band:	Band 7
Accountable to:	Care Group Manager
Accountable for:	Admin and Clerical Staff
Main Purpose:	<ul style="list-style-type: none"> a) To provide operational management, leadership and strategic direction to the Admin & Clerical services in order to optimise performance, efficiency and quality. b) To develop processes to analyse performance and interpret data for efficient service and focus on always improving. c) To oversee the operational data collection requirements and to support validation processes. d) Work to always provide an excellent experience for our staff and patients. e) To identify areas for service improvement and work with the team on projects to improve service delivery and data accuracy. f) To work in partnership with all services to support effective flow management, ensuring service users receive care and treatment in the most appropriate environment to meet their needs.
Key Working Relationships:	<ul style="list-style-type: none"> • Care Group Manager • Lead Matron • Associate Care Group Manager • Care Group Clinical Lead (CGCL) • Matrons • Consultant Clinicians • Senior Sisters/Managers • Research and Audit Team • Medical Staffing Coordinator • Clinical Operations Team
General Duties:	Finance and Performance <ol style="list-style-type: none"> 1. Monitor Private Patient activity / income and produce a monthly report on the activity. 2. Explore and develop opportunities for private patient activity. 3. Finance management and control / Value for Money – develop a good sense of concept for the VFM programme, working across the care group to deliver on income, productivity and cost reduction. 4. To manage and monitor the Care Group non-pay and pay budget and participate in the budget setting process. 5. Authorised signatory for all Critical Care/Theatre areas. 6. To identify cost improvements and efficiency savings. 7. Be an active member of the Care Group management team, contributing to all delivery and planning processes.

8. Uphold and maintain Trust policies and statutory regulations relating to Health and Safety, Fire, Major Incident, and Risk Management procedures.
9. Represent the Care Group Manager as required.

Service Delivery

10. To develop processes, procedures and governance arrangements to underpin new service developments through writing business cases ensuring appropriate funding from internal and external (e.g. CCG) sources in liaison with Trust service planners.
11. Formal, detailed analysis and benchmarking of operational, clinical performance and outcome indicators to inform service change and development.
12. To contribute to the care group performance reports to Divisional Board.
13. To work in conjunction with the Educational Lead to ensure members of your teams participate in educational provision across the Care Group as appropriate and that their individual educational needs are identified in the annual TNA.
14. To participate in and as required lead on service and capital development projects for the Care Group and for Trust projects.
15. Be responsible for the co-ordination and implementation of all administrative processes.
16. Working alongside the CGM and Strategic and Business Development Manager providing the planning interface for the Care Group, ensuring building projects are planned and implemented with the least possible disruption to services.
17. To assist clinical teams with governance activity in relation to investigations in their areas of responsibility.
18. Work with the associate CGM and Lead Matron to ensure a fit for purpose, fit for cost, and sustainable workforce model across medical, nursing and administrative roles.
19. Operationalising strategic changes and ward reconfigurations.

Management/Supervisory function

20. To facilitate the review, modernisation and restructuring of administrative practices to improve the information pathways.
21. Responsible for the Care Group's Business Continuity Plan and for liaison with the major incident planning officer in the preparation of the Care Group's requirements for the Major Incident Response Plan.
22. To provide the day to day management Admin & Clerical service. Ensure staff receive the training and development required to do their role.
23. Supervise the appraisal system, ensuring annual Individual Performance Reviews are performed and appropriate personal development plans in place for Admin & Clerical services staff.

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	<p>24. Be responsible for the preparation of administration rosters and ensure cross cover is in place to cover for periods of sickness and annual leave.</p> <p>25. To be responsible for the recruitment and selection of admin and clerical staff within the agreed workforce limit. Maintain effective skill mix and workforce levels incorporating efficient management process for sickness and absence.</p> <p>26. Support the recruitment process for clinical roles.</p> <p>27. Be responsible for ensuring that all administration staff have annual appraisals and trust targets are being met in relation to this.</p> <p>28. Facilitate a learning environment within the administration teams in which there is a focus on the strengths and requirements of all individuals which enable them to further their skills and knowledge.</p> <p>Technical Requirements</p> <p>29. Monitor, track and analyse the performance of the team in relation to achieving national targets.</p> <p>30. Ensure services are delivered within budget.</p> <p>31. Ensure systems are in place to collect relevant data relating to the service.</p> <p>32. Develop and administer spreadsheets to manage capital equipping budgets and delivery programmes for capital projects.</p> <p>33. To be a budget holder responsible for ensuring the ordering and/or payment of appropriate equipment/services/course.</p>
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IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

Duty of care	<p>You are responsible for ensuring that the patient, family and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
NHS standards of business conduct and professional registration	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g. NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
Living our values every day	<p>All staff are expected to strive to make the Trust values ‘what we do’ – to inspire, develop and support every one of us to live our values; every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> 1. Patients First 2. Always Improving 3. Working Together <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
Health and safety:	<p>Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety and welfare</p>
Infection prevention and decontamination of equipment:	<p>All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, in order to protect their own health and that of other employees, visitors and patients.</p>
Child protection/safeguarding	<p>All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.</p>
Confidentiality	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</p>

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	This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.
Mental Capacity Act 2005	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
Sustainability	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
Last updated	19 April 2024