

Job description

Title: Integrated Contact Centre (ICC) Senior Operations Manager

Band: 8B

Location: ICC site (TBC)

Organisational relationships

Reports to: Head of ICC Operations

Responsible for: The post holder will be responsible for the following job roles;

ROCC Tac Commanders

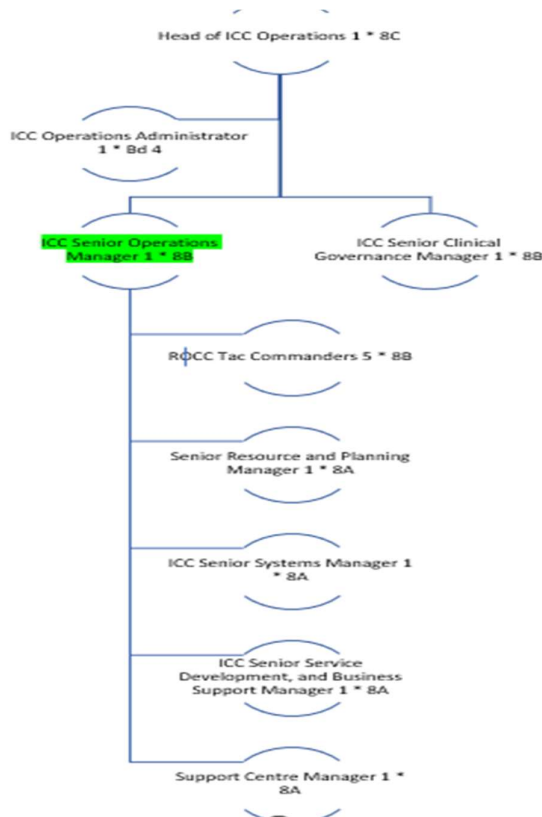
ICC Senior Resource and Planning Manager

ICC Senior Systems Manager

ICC Senior Service Development and Business Systems Support Manager

NWAS Support Centre Manager

Organisational chart



Our purpose: to be there when people need us most.

NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.
2. Being at our best.
3. Making a difference in service to our people, patients and communities.

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Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

Job purpose

The post holder will be responsible for leading the ICC Operations Senior Managers, ensuring successful delivery of all service development projects and programs aligned to the NWAS Urgent and Emergency Care Strategy and the National 10 Year Plan. Monitoring project delivery and realisation of project benefits that enable improvements in performance and efficiency of systems, development, resource and planning, HSSS&F as well as business continuity and EPRR.

The post holder will support the Head of Service in creating, reviewing and monitoring the implementation of the annual business plan objectives and longer term service development change initiatives across the NWAS ICC service line.

The post holder will be accountable for the achievement of highly challenging performance and quality indicators, ensuring targets are met and where necessary taking corrective actions.

The post holder will contribute to the development and implementation of the Trust's overall integrated urgent care strategy and ICC business plan by continuously monitoring and analysing ICC service development projects and programs, providing regular reports as necessary in line with the implementation of the NHS England 10 Year Plan recommendations.

The post holder will also be required to contribute to the development and implementation of the emergency and urgent care strategy by providing service development planning and impact analysis of future urgent care business opportunities in conjunction with Commissioners, Sub Contractor Partners and other key stakeholders.

The post holder will play a key role as a senior manager in promoting a commercially focused, patient centric culture across the ICC service line.

The post holder will assume direct line management responsibility for a team of senior managers within the ICC Ops service line, along with indirect responsibility for the ICC collaboration with external providers and interdependent NWAS business support functions.

The post holder will contribute to the development of an over-riding patient care and quality ethic throughout the organisation, working on own initiative, managing their own workload and co-ordinating his/her activities in order to ensure that an innovative, efficient, effective service is provided.

Working closely with the Head of service ICC Ops, Senior Managers and Senior Clinical leads, the post holder will contribute to the development of the Urgent and Emergency Care agenda to ensure that our future delivery model gives the best possible outcomes for individual patients, ensuring right care, right time, right place every time.

The post holder will operationalise and implement NHS and NWAS NHS Trust strategy and policy, forward plan, anticipate challenges and plan appropriately in order to establish goals and deliver optimum service provision.

All leadership roles at NWAS at every level are required to promote and role model our Be Think Do Philosophy. NWAS is committed to attracting managers and leaders who are more than subject matter experts, but exemplary in demonstrating their experience and commitment to; values-based leadership; challenging workforce and health inequalities; operating successfully in ambiguity, complexity and uncertainty.

Core duties and responsibilities

- The post holder will on an area, regional, alliance and National basis, forge links with key external partners and agencies in Health, Social Care, Emergency Services, commissioners, technical platform suppliers and private sector providers to maximise the operational impact of safe care closer to home across the integrated healthcare economy. This will be achieved through effective communication of regularly highly complex change and issues presented to the work stream

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- To lead on the development and implementation of innovations and system development across the ICC's regionally. Provide assurance to the Head of Operations that new developments and innovations are not degrading the delivery of care to patients and service users.
- Assume full delegated responsibility to develop and manage ICC Operations system budgets and monitor expenditure ensuring the Trust's funds are properly used, represent value for money and can withstand public scrutiny.
- Actively manage the agreed budgets and multi stranded physical assets for the NWS ICC Operations to ensure financial balance within the agreed framework and provide reports for Commissioners, Senior Management Team, and complete Board/ Executive Management Team monthly reports on financial activity as required.
- To develop regional plans which will contribute to the development of a strategic NWS delivery framework in line with the Trusts Integrated Contact Centre Business Plan that will ensure all national and locally agreed operational performance standards are able to be achieved.
- To develop and deliver robust plans to effectively manage all areas of regional ICC Operations service delivery, taking corrective action as required to maintain performance standards.
- To contribute to the development and implementation of Trust wide policy.
- To lead on the formulation, development and implementation of policies, procedures and changes in ICC Operations and ICC service delivery on a regional basis, working in partnership with staff side representatives and external partners to overcome barriers to change and ensure effective achievement of change objectives impacting across the Trust
- Ensure systems are in place to monitor regional estate cleanliness and all related internal and external infection, prevention and control (IPC) legislative requirements.
- Responsible for overseeing the effective management of all NWS ICC assets across a large range of defined services, including; technical equipment, clinical prioritisation software and human resource management.
- Ensure systems are in place to monitor regional estate for Health and Safety, Security and Fire) legislative requirements.
- Ensure systems are in place to monitor regional estate and assets for Business continuity and EPRR legislative requirements.
- The post holder will be accountable for the efficient planning and distribution of all NWS Support Centre (SC) functions, ensuring at all times the optimum utilisation and performance return on all staff. This includes coordinating resources and proactively distributing workload and staff according to the demands placed on the Service.
- Working as a team with ICC Heads of Service the post holder will ensure that geographical area operational activities contribute to the Trust's overall aims and objectives and that Urgent and Emergency Care activities complement mainstream NWS Service Delivery.
- The post holder will contribute to and be actively involved in all transformational change programmes within the Urgent and Emergency Care strategy including the transformation to aligned triage systems, new models of care, and hardware platforms.
- When requested, be able to deputise for the ICC Head of Service Operations at key internal and external meetings (including National meetings) covering the full range of decision making and functions within the Head of Service portfolio, taking strategic decisions as required.

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- Form part of the ICC on call roster as required.

Corporate responsibilities

- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.
- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

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Safeguarding children

- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding adults

- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

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Person specification

Skills / competencies

- Can evidence innovative and strategic thinking ability **App/Int/AC**
- Is credible to internal and external stakeholders **Int/AC**
- Has strong analytic, and critical reasoning skills involving highly complex facts or situations and capable of effective analysis, interpretation and comparisons of a range of options. **Int/AC**
- Able to demonstrate the ability to provide and receive highly complex information where there are significant barriers to acceptance. **App/Int/AC**
- Ability to demonstrate the ability to communicate in situations where it is considered sensitive or highly contentious. **App/Int/AC**
- Ability to translate strategic goals into effective and achievable operational plans and capable of monitoring their progress and outcomes. **Int/AC**
- Effective and adaptable interpersonal and influencing ability including the ability to persuade others with personal conviction and facts. **Int/AC**
- Able to lead, develop and motivate team working. **Int/AC**
- Highly developed negotiating and influencing skills. **App/Int/AC**
- Able to make sense of complex and conflicting priorities and reach effective and speedy solutions. **App/Int/AC**
- Can lead and motivate complex singular or multi-disciplinary teams. **App/Int/AC**
- Is politically astute with knowledge of local decision making and influencing bodies. Open and democratic style. **App/Int/AC**
- Ability to handle detail within strategic plans and make informed decisions and judgements. **App/Int/AC**
- Ability to assess risks, anticipate difficulties and successfully address them. **App/Int/AC**
- Demonstrable compassionate and inclusive leadership **Int/AC**
- Experience in the application of HR processes **App/Int/AC**
- Demonstrable experience of line management responsibilities **App/Int/AC**

Qualification and knowledge

- Educated to Master's degree level in a relevant subject or can demonstrate equivalent experience **App**
- Evidence of relevant Continuing Professional Development. **App**
- Has specific in-depth knowledge of the challenges facing the multi-agency urgent and emergency care environment gained through a mix of experience and formal training. **App/Int**
- Has specific in-depth knowledge of the challenges facing health and social care gained through a mix of experience and formal training. **App/Int**
- Has current broad knowledge of the national NHS context in respect of transforming the response to urgent and emergency patient care needs. **App/Int/AC**

Experience

- Demonstrate extensive senior management experience. **App/Int**
- Extensive knowledge and experience in Urgent and Emergency Care setting **App/Int**
- In depth knowledge across a number of disciplines including performance management, information systems, staff management and financial management within the Emergency Service Sector **App/Int**

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- Experience of patient care delivery in the pre-hospital environment. **App/Int**
- Can demonstrate experience of leading staff employed in the provision of patient services. **App/Int**
- Can demonstrate successful financial management, rigorous financial monitoring and control, and evaluating competing budgetary priorities. **App/Int**
- Has business planning, objective setting and performance management experience and is able to formulate medium/long term and tactical plans (which contribute to strategic plans) involving uncertainty and which might impact on the Trust and geographical area outside the Trusts boundaries. **App/Int**

Values and behaviours

- Working together – demonstrate collaborative and inclusive working and challenge behaviour that is not inclusive or acceptable – **App / Int**
- Being at our best – professional and adaptable and takes pride in work - **Int**
- Making a difference – act with compassion, kindness and integrity towards everyone – **Int**

Key: App – application form

Int – interview

AC – assessment centre

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