



Job description

Job title	Senior Business Manager –Public Health Microbiology Services (PHMS)
Directorate	Public Health Microbiology Division
Pay band	Civil Service Grade 7 *Standard rules apply for existing civil servants otherwise candidates are usually appointed at the bottom of the salary range Pay scale dependent upon base
Responsible to	Head of Business Operations
Base/location	South West/South East/London Attendance at UKHSA sites will be required as appropriate.
Hours/sessions per week	37.5 hours per week (Core hours: 0900-1700 Mon-Fri)
Job type	Permanent

About UKHSA

We pride ourselves as being an employer of choice, where Everyone Matters promoting equality of opportunity to actively encourage applications from everyone, including groups currently underrepresented in our workforce.

UKHSA ethos is to be an inclusive organisation for all our staff and stakeholders. To create, nurture and sustain an inclusive culture, where differences drive innovative solutions to meet the needs of our workforce and wider communities. We do this through celebrating and protecting differences by removing barriers and promoting equity and equality of opportunity for all.

Short Summary

The postholder will provide general management functions to support the Public Health Microbiology Laboratories deliver key clinical and public health services and interventions.

The Senior Business Manager will provide general management functions to



support the PHM laboratories. The post holder will support PHM laboratories to ensure the effective business and financial management of PHM laboratories in the Southeast and South West

The post holder will work with colleagues who are based across the country at different sites and/or who work remotely and a key role for the postholder is influencing the purchasing and financial management of products and services throughout the regions in order to deliver a quality, value for money service as well as supporting contract management.

Line management responsibilities

To be confirmed

Job description

The primary responsibility of the post holder will be to provide Senior Business Manager leadership and support to the PHM laboratories in the South West, South East and managed network of laboratories, under the direction of the Head of Business Operations and Deputy Director

The post holder will have responsibility for supporting the negotiation of NHS contract and collaboration agreements, including complex negotiations with host Trusts regarding future service delivery and the initiation of appropriate governance Budget management support including budget management and budget setting and pricing. Under the Direction of the Head of Business Operations and Public Health Microbiology Deputy Director.

The PHM Regional Laboratories is unique in having a managed network strategically placed across the country, that together with national centres, deliver a total microbiology service, providing end to end diagnostic services with specialist consultant specialist clinical advice. This network provides the national surveillance information and evidence for controlling outbreaks, effective public health interventions and for the prevention of a wide range of infectious disease affecting the population. The managed network of clinical and public health laboratories is based throughout England in various strategic locations including Birmingham, Bristol, Cambridge, and Manchester, which provide specialist public health and diagnostic microbiology. Public health microbiology is also provided by collaborating centres at Brighton, Newcastle, Leeds and Southampton. The network also comprises of three food water and environmental laboratories (London, Porton and York), which perform a range of specialist microbiology tests on food, water and environmental samples to local authorities, Port Health authorities, the NHS and nationally to Food Standards Agency

The Food, Water and Environmental (FW&E) Microbiology services at UK Health Security Agency (UKHSA) work with Local Authorities to protect the public from microbiological threats posed by contaminated food, water and the environment.



The service is based in three sites across the country and helps to control incidents and outbreaks by providing evidence that leads to intervention and prevention of infections transmitted through food, water or the environment.

The service also works with other agencies, such as the NHS, to ensure that water supplies are tested and appropriate for use and provide expertise for investigations into outbreaks of food poisoning or Legionnaires' disease.

The primary responsibility of the post holder will be to provide Senior Business Manager leadership and support to PHM Services under the direction of the Head of Business Operations and Deputy Director

Key Responsibilities

The post holder will:

- Operate effectively in a flexible and demanding environment and proactively engage with UKHSA staff, consultants and contractors working on a variety of PHM topics.
- Work effectively with colleague strategic partners working on other UKHSA PHM related projects and programmes within Government, with Local Authorities, local partners and the NHS.
- Provide and receive highly complex, sensitive and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Work and engage constructively with internal and external stakeholders on a range of business sensitive issues for UKHSA PHMs.
- Nurture key relationships and maintain networks internally and externally, including national networks
- Ensure close liaison with Communications and Marketing teams on public relations and marketing activities
- Link with managers and members of other functions, to address inter-dependencies and ensure alignment
- Apply a structured change management approach and methodology for the impact of any change
- Deputise for senior colleagues as required, expanding on knowledge, skills and experience within their own personal professional development.

Policy development and business planning

- As a member of the UKHSA PHM management team(s), participate in policy making and implementation



- Disseminate, implement and review PHM policy
- Provide professional advice to the Deputy Director and Head of Business Operations and other senior colleagues, on planning and management of resources
- Provide professional advice to the Deputy Director and Head of Business Operations and other senior colleagues on organisational development and change management
- Identify business risks and make recommendations to the Head of Operations and Deputy Director to manage those risks, regionally and nationally
- Produce business cases to support decision making at the divisional level, which are rigorous, prudent and fully exploit opportunities available
- Ensure business continuity plans for PHM at Laboratory level are in place and are regularly updated
- In conjunction with the Deputy Director and Head of Business Operations, undertake performance management against business plan objectives

Operational management/Governance

- Oversee team members to deliver requirements listed above and engage and liaise with key stakeholders, in particular.
 - support the delivery of day-to-day activities and projects
 - manage team and drive delivery of a range of business initiatives and projects
 - support the identification and sharing of best practice in employee engagement
 - operate in a highly political and sensitive environment
 - support the portfolio of initiatives in demonstrating value-for-money for the current UKHSA PHMs spend through tracking, managing and delivering agreed benefits
- Support in the negotiation of all UKHSA agreements with the NHS and other organisations
- Support UKHSA PHM laboratory leads in the maintenance and monitoring of all agreements and taking remedial action where necessary
- In conjunction with the Deputy Director and Head of Business Operations and other senior colleagues, undertake the annual budget setting process, liaising with relevant budget managers
- Determine the capital expenditure requirements and contribute to expenditure planning for PHM laboratories



- Undertake analysis of financial and management information in accordance with corporate policies and procedures, in conjunction with the Deputy Director and Head of Business Operations and other senior colleagues
- Undertake budget monitoring. Initiate, and be responsible for, any consequent remedial action on behalf of the UKHSA Genomics laboratory leads, in conjunction with Deputy Director and Head of Business Operations and other senior PHMs colleagues
- Undertake performance management of resources in conjunction with other senior UKHSA PHM staff
- Provide management support for all service responsibilities in conjunction with senior UKHSA staff

Project Management

- Working with the PHM Programme Manager/s and the PHMs Programme team
 - In the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.
 - To develop a comprehensive and cohesive plan which is consistent with the overall project timetable, meets the strategic direction of the team and minimises unnecessary disruption to stakeholders involved in the process and is operationally sound.
 - To pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.
 - To be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost-effective manner.
 - To maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.

KEY WORKING RELATIONSHIPS

The post holder will develop working relationships and communicate regularly with a wide range of individuals, clinical and non-clinical, internal and external to UKHSA. This will include:

Internal

- Head of Business Operations, Business Operations and Business Support Managers and Business Support Personal Assistant.
- Laboratory leads for UKHSA Pathogen Genomics laboratories



- Head of Operations for PHMs
- Regional Head of Operations
- Head of FW&E Service
- FW&E Unit Heads
- National Programme Manager/s
- PHMs Programme staff
- Pathogen Genomics Scientific Leads
- Other Technical Managers within PHM
- Section/Scientific Leads of UKHSA Pathogen PHMs laboratories
- Deputy Director UKHSA PHMs.
- National Quality Lead for PHMs
- Senior UKHSA Finance and HR managers
- Heads of other UKHSA services e.g., Bioinformatics, Shared Support Services, and Laboratory Informatics.
- Medical, Scientific, Biomedical, Clerical and Support staff in all the UKHSA Pathogen Genomics Laboratories.
- Senior UKHSA staff from other Divisions, e.g., Health Protection Services, Corporate Services
- Epidemiologists, facilities management, expenditure management, finance and resource management, human resources.

External

- Staff from the NHS, veterinary laboratories, Local and Port Health Authorities and commercial customers.
- Transport providers
- Grant and commercial contract representatives
- WHO, EU and collaborators such as SIREN and NVAP
- Police, legal representatives, Environmental Health Officers, professional contacts including Professional Bodies and Accreditation Bodies, education institutes, contractors and representatives of commercial companies.

Senior Business Manager - Grade 7 - Person specification

Description	Essential	Desirable	Assessment*
Qualification			
Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in a specialist area	√		C
Post-graduate degree in Management Studies or equivalent	√		C
Knowledge and experience			
Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent	√		A/I



Evidence of post qualifying and continuing professional development	√		A/I
Must understand the background to and aims of current healthcare policy and appreciate the implications of this on engagement	√		A/I
Should have an appreciation of the relationship between the Department of Health and individual provider and commissioning organisations	√		A/I
Member of relevant professional body	√		A/I
Skills and capabilities			
Communication Skills			
Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups	√		A/I
Ability to negotiate on difficult and controversial issues including performance and change.	√		A/I
Analytical Skills			
Problem solving skills and ability to respond to sudden unexpected demands	√		A/I
Ability to analyse complex facts and situations and develop a range of options	√		A/I
Takes decisions on difficult and contentious issues where there may be a number of courses of action	√		A/I
Strategic thinking – ability to anticipate and resolve problems before they arise	√		A/I
Planning Skills			
Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	√		A/I
Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects		√	A/I



Management Skills			
Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals.	√		A/I
Autonomy/Freedom to Act			
Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager, with the aim of improving deliverables and compliance to policies.	√		A/I
Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales	√		A/I
Experience of identifying and interpreting National policy.	√		A/I
Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation)	√		A/I
Physical Skills			
Working knowledge of Microsoft Office with intermediate keyboard skills.	√		A/I
Equality and Diversity			
Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
Financial and Physical Resources Management Experience			
Previously responsible for a budget, involved in budget setting and working knowledge of financial processes	√		A/I
Other			
Used to working in a busy environment	√		A/I
Adaptability, flexibility and ability to cope with uncertainty and change	√		A/I



Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
Professional calm and efficient manner	√		A/I
Effective organizer, influencer and networker	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals.	√		A/I
Completer/Finisher	√		A/I
*Assessment will take place with reference to the following information			
A = Application form I = Interview C = Certificate T = Test			

Vacancy Success Profile

Behaviours	
Seeing the Big Picture	☒
Changing and improving	☐
Making Effective Decisions	☒
Leadership	☒
Communicating and influencing	☒
Working Together	☐
Developing Self and Others	☐
Managing a Quality Service	☐



Strengths

Strategic, Decisive, Problem solver, Motivator, Visionary, emotionally intelligent, Focussed, Resilient.

Experience

As per advert:

CV

☐

Statement of suitability

☐

Technical

Qualifications required:

Licence(s)

Memberships(s)

Other

Selection Approach

Sift/Shortlisting

Elements to
be assessed

Interview

Elements to
be assessed



Summary

- Panel must not be single gender
- Panel chair must be a grade above the advert and a civil servant
- Highlight whether contractor or civil servant
- All panel members should complete training on equality and diversity and success profiles.

ADDITIONAL INFORMATION

In addition to the job specific requirements above this role will require adherence to the following:

Performance Development and Appraisal

All employees are required to partake in a monthly and quarterly review of their work. The process is described here: Personal development - Performance development and appraisals (ukhsa.gov.uk)

Code of conduct and revalidation process for professionally qualified employee groups

All employees are required to work in accordance with their professional group's code of conduct and revalidation process as appropriate and relevant to their role (e.g., NMC, GMC, Department of Health Code of Conduct for Senior Managers, CIPD, etc.).



Information governance

UKHSA processes (collects, uses and shares) large volumes of data and information of different types and forms, including personal data about identifiable individuals. Information governance (IG) is about managing the risks to the confidentiality, integrity, and availability of all this data and information.

UKHSA data and information must be managed in accordance with the requirements of data protection and related law, and best practice standards and guidance. As an employee, you are responsible for:

1) protecting the confidentiality of UKHSA data and information by: • complying with the Data Protection Act 2018 (incorporating the General Data Protection Regulation)

- complying with the common law duty of confidentiality, the Caldicott Principles and the NHS Code of Practice on Confidentiality when processing personal data

- complying with the policies, procedures, and guidance in place to protect the confidentiality of UKHSA data and information, for example by: **Field Code** • only accessing the UKHSA data and information you have approval to use for your role, and not sharing this access to UKHSA data and information with anyone else

- not attempting to circumvent the managerial, procedural, and technical security controls in place to protect UKHSA data and information

- not processing UKHSA personal data outside UKHSA office sites without approval

2) complying with the policies, procedures, and guidance in place to protect the integrity (in other words, the accuracy and completeness) of UKHSA data and information, for example by: • only altering UKHSA data and information if you have approval to do so as part of your role

3) complying with the policies, procedures, and guidance in place to protect the availability of UKHSA data and information, for example by: • complying with the policies, procedures, and guidance on the secure and acceptable use of UKHSA ICT systems and equipment

4) complying with the law and UKHSA policies, procedures, and guidance on the management of records, including the proper use of the Government Security Classifications.

5) reporting incidents affecting the confidentiality, integrity, and availability UKHSA data and information, for example, unauthorised access to UKHSA data and information, or the loss or compromise of UKHSA ICT systems or equipment

6) completing the annual information governance training appropriate to your role

UKHSA reserves the right to monitor your access to UKHSA data and information, including your use of UKHSA ICT systems and equipment, to assure your compliance with data protection and related law, and with the UKHSA policies, procedures, and guidance in place to support this.



Failure to comply with these requirements may result in disciplinary action being taken, and sanctions being applied up to and including your dismissal.

You are personally accountable for deliberate or avoidable data protection breaches. Failure to comply with the Data Protection Act 2018 may result in you being reported by UKHSA to the Information Commissioner's Office, which may lead to criminal prosecution.

Conflict of interests

UKHSA employees must not use their official position, or any information obtained through their role in UKHSA to further their private interests or the interests of others. This means any circumstances where there is, or could be perceived to be, a conflict of interest between the individual's role in UKHSA and any other business or private capacity interests that they are involved with, where the other interests could influence how an individual carries out their role.

In accordance with UKHSA Code of Conduct Policy and based on the requirements set out in the Civil Service Code, the Civil Service Management Code, you must declare all Outside Interests, both before commencing in-post and within ten working days of any addition or change. Outside interests, be they business, hobby, or trade, must not compromise or conflict with the appointment and role in UKHSA.

A key test of whether an Outside Interest could be perceived to be a conflict of interest is where there is a risk that a fair-minded outside observer, acting reasonably, would conclude that there is a real possibility of bias.

A Conflict-of-Interest Declaration Form must be completed when joining the department and if there is the possibility of a conflict of interest whilst in-post. You must also inform your Line Manager whenever you make a declaration/register an interest.

In addition, the Policy requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public or voluntary organisation) or in any activity which may compete for any contract to supply goods or services to UKHSA. You must register such interests with UKHSA, either on appointment or within ten working days of whenever such interests are acquired.

You should not engage in these activities or outside employment without the written consent of UKHSA, which will not be withheld unreasonably. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interests and your UKHSA duties and that these do not bring, or potentially bring, UKHSA into disrepute.

Diversity

An important part of our mission at the UKHSA is to help reduce health inequalities across the UK. The Covid-19 pandemic highlighted how certain groups are impacted negatively by health inequality, and we want to ensure we learn from these challenges. To do that effectively we need to continue building a talented workforce



that represents the diversity of our population. Our ethos is to be an inclusive organisation for all our employees and stakeholders, where differences drive innovative solutions to meet the needs of our workforce and wider communities. This in turn produces more accountable and trusted public services and better decisions; better because they are more attuned to the needs and interests of all our communities, helping to address inequality. We are committed to ensuring our culture and ways of working allow all our people to thrive at work.

Emergency Response

Given the nature of the work of UKHSA, as a Category 1 responder, you may be required in an emergency, if deemed a necessity, to redeploy to another role at short notice. You may also be required to work at any other location, within reasonable travelling distance of your permanent home address, in line with the provisions set out in your contract of employment.

Health and safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for service users, employees, and visitors.

Centre/divisional directors - are responsible for coordinating health and safety activities in their centres/divisions and will determine the necessary management structure and arrangements. Directors will ensure that their actions and decisions at work reinforce the requirements of UKHSA's health and safety policy and arrangements.

Managers - are responsible for implementing the organisation's health and safety policies and arrangements and for ensuring that risk assessments, safe systems of work, control measures and employee training are up to date and effective.

Managers will inspect premises, ensure accidents and incidents are reported/investigated and assist in auditing health and safety management arrangements.



All employees must comply with any health and safety training: report all accidents, incidents, illnesses, and untoward occurrences to line management without undue delay and must not interfere with or misuse anything provided in the interest of the health, safety, and welfare of other employees.

Risk management

All employees have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Safeguarding Children and Vulnerable Adults and Disclosure and Barring Service (DBS)

(If applicable)

If the post holder is required to have contact with vulnerable adults or persons under the age of 18 then the post holder will be subject to a criminal record check from the Disclosure and Barring Service prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable. All employees must be familiar with and adhere to the UKHSA child protection and safeguarding adult and children's policies and procedures. Employees must comply with all statutory legislation and guidance relating to safeguarding children and vulnerable adults. All employees are required to attend child protection and safeguarding adults' awareness training, additional training, and supervision regarding child protection relevant to their position and role.

Job description agreed with the post holder:

Employee signature: Date.....

Print name.....

Manager's signature..... Date.....

Print name.....