

**JOB TITLE** Business Support Manager SACT (Bookings, Prepping & Delivery) – Integrated Care Directorate  
**BAND** Band 7

### Job Summary

The Business Support Manager SACT (Bookings, Prepping & Delivery) is responsible for the day-to-day management of bookings, prepping & delivery of SACT patient care at Velindre Cancer Centre and across outreach services. They will provide the support manager function to the SACT Lead Nurses and the Head & Deputy Head of Nursing to ensure that operations and services are delivered to the professional and regulatory standards and guidance. In addition, the post holder will work closely with the SACT clinical leads, and other directorate teams on business planning and the development and continuous improvement of patient care processes. They will be responsible for providing management support to the service leads ensuring performance targets are met and assist with planning and review.

The post holder will provide operational management and direction in the planning and provision of services, ensuring effective, efficient delivery of responsive and innovative high-quality services within the directorate.

The post holder will line manage all of the support services within the directorate e.g. administration services

### Responsible to

**Reporting:** SACT Service Manager

**Accountable:** SACT Service Manager

**Professionally:** SACT Service Manager

### Responsibilities and Duties

#### Communication

- Promote clear, informative and relevant communications within the area of responsibility and other stakeholders, having the ability to overcome barriers relating to contentious and complex information
- To provide regular updates to the service leads and wider Senior Management Team on service developments and performance against local and national targets
- Communicate detailed information effectively to solve problems and make decisions
- Establish and maintain effective communication with all appropriate parties

- Work collaboratively with other colleagues within the Trust promoting a culture where clinical and non-clinical staff are actively involved in the decision making process on how services are provided and targets delivered
- To support the service leads working directly with key external stakeholders including local DGHs and other external agencies

### **Service Management/Leadership**

- Take lead responsibility for the performance and quality management ensuring that effective;
  - Processes and procedures are in place to deliver the required internal and external performance and quality outcomes/targets
  - Monitoring systems are in place to enable regular tracking of performance and quality
  - Management systems are in place to tackle performance and quality
- Be an integral part of the directorate and play a key role in contributing to the overall management of the service.
- Operational management for specified clinical services
- To help clinical teams resolve their operational issues on a day-to-day basis. This will range from basic administration issues to more complex approaches requiring the support and agreement of the wider MDT.
- To support the development of and management of resources to deliver targets required by the Trust.
- To contribute to the production of strategic and business plans and monitor these throughout the year
- Establish rolling business planning processes and present summaries to enable review of performance against existing plans and timely development of strategies and plans for the future
- To review and update administrative policies and procedures taking action as appropriate to enable continuous improvement of service quality
- To assist the investigation and timely response to formal complaints as required, working with clinical staff to ensure that the lessons are learnt from issues and systems and process are amended to ensure that these issues are not repeated
- Support the service leads in implementing effective systems, control process and risk management arrangements in line with the clinical and corporate governance strategy
- Support the systems of incident reporting and education of staff following incidents, SIs and adverse events.
- Ensure incidents recorded on Datix are appropriately actioned
- Ensure the risk register is regularly reviewed and updated

### **Service Improvement**

- To lead on the continued improvement of allocated services within the directorate ensuring services are appropriately developed
- Use innovative and creative approaches to maximise improvement in health outcomes and service efficiency
- To lead of specific service improvement programmes and projects relating to the continuous improvement of the services
- Work with the team to monitor performance against the Health Care Standards and where appropriate initiate action to ensure these standards are achieved and maintained

### **Finance and Resources**

- Responsible for the day-to-day financial management of the delegated service budget ensuring that the budgetary limits and control procedures are adhered to
- Evaluate costs/benefits and influence the use of resources in the most effective way
- To actively monitor service activity working with the clinical teams to identify and resolve issues in relations to performance and activity

#### **Information Processing**

- Maintain and promote patient confidentiality, dignity and privacy
- Ensure confidentiality at all times and maintain compliance with the Data Protection Act.
- Compile reports, case studies, presentations etc. as necessary to inform clinical development

#### **Staff Management**

- To provide leadership and line management responsibilities for those directly reporting
- To be responsible for the full range of HR responsibilities for area of responsibility including recruitment, induction, staff training, education and development, performance
- To manage sickness/absence for area of responsibility, leading sickness reviews are required

### **PERSON SPECIFICATION**

#### **Qualifications and Knowledge**

##### **Essential**

- Masters level qualification or equivalent experience
- Evidence of CPD
- Change management experience/Service Improvement knowledge/skills
- Knowledge of business planning processes
- Working knowledge of wider health and social care systems and structures, policies, procedures and legislation relevant to service area

##### **Desirable**

- Post Graduate Management Qualification
- Project Management Qualification

## Experience

### Essential

- Operational management experience
- Experience of change management
- Experience of preparing business plans taking into account finance, quality, activity, workforce and organisational factors
- Experience of managing a busy administration workload with conflicting priorities

### Desirable

- Experience of managing healthcare services
- Project management experience

## Skills and Attributes

### Essential

- Ability to communicate with people about difficult matters/in difficult situations across a diverse range of situations
- Experience of team working and building and maintaining effective working relationships
- Experience of writing reports for high level committees and Trust Board
- Ability to use initiative and enthusiasm to problem solve/develop the services with minimum disruption to day to day operations

### Desirable

- Welsh Language Skills are desirable levels 1 to 5 in understanding, speaking, reading, and writing in Welsh (please delete as appropriate)

## Other

- Ability to work effectively and collaboratively as part of a team
- Ability to travel independently
- Satisfactory Standard DBS clearance

