

JOB DESCRIPTION

Job Title:	Business manager to Chief Executive Officer (CEO)
Band:	8b
Base:	Queen Victoria Hospital, East Grinstead
Business Unit / Department:	Corporate affairs
Reports to:	Chief Executive Officer
Accountable to:	Chief Executive Officer

1. Job Summary

The post holder has a pivotal role in assisting the Chief Executive Officer (CEO) by providing high quality professional support to enable the CEO to fulfil their responsibilities effectively, including assisting the CEO in carrying out their statutory duties as the Accounting Officer.

- 1.1 To be the 'right hand' person to the CEO, understanding and assisting with managing and prioritising workload, ensuring sufficient capacity to allow the CEO to focus on delivery of the Board's vision and strategy, managing risk and building strong relationships for the Trust internally and externally
- 1.2 To operate within a changing environment with a high degree of ambiguity. To use initiative to recognise the complexity and sensitivity of a wide range of different types of problems, and to be able to work through a logical process for resolving them
- 1.3 Be the first point of contact for both internal and external stakeholders, partners and colleagues wishing to engage with the CEO. Maintain strict confidentiality, ensuring tact and sensitivity
- 1.4 Co-ordinate the work of the CEO and, where appropriate, connecting to that of the Trust Chair and members of the Executive leadership team
- 1.5 To ensure that the CEO is kept appropriately briefed with regards to changing/ conflicting priorities and emerging issues that require attention
- 1.6 Work closely with the CEO's Executive Assistant to ensure that their diary is aligned to current priorities and that there is high quality and comprehensive briefing support, developing briefing packs and presentations as required
- 1.7 Support the CEO with the production of reports and action plans

1.8 Provide leadership and line management to the Executive Assistant team

2. Main working relationships

2.1 Internal

- CEO
- Executive leadership team
- Trust Chair
- Board of Directors
- Company Secretary
- Executive Assistants
- Hospital leadership team
- Associate Director of communication and engagement

2.2 External

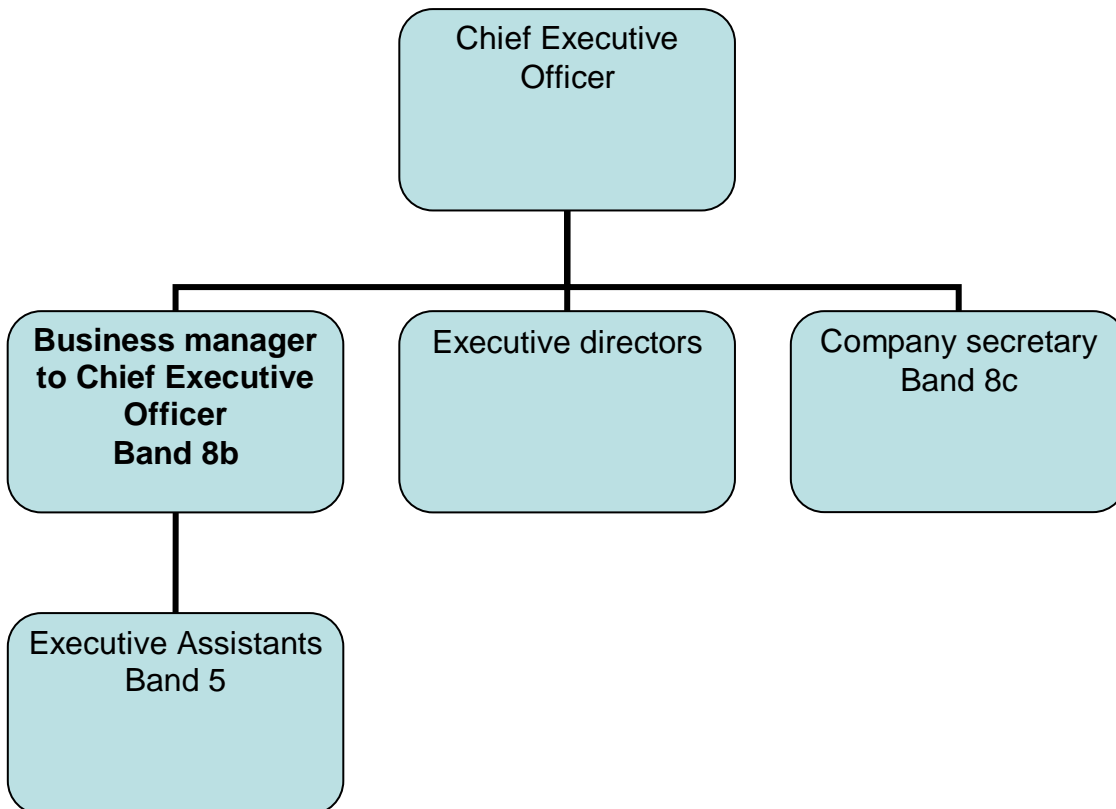
- System partners
- Department of Health and Social Care
- Local MPs
- Health and local authorities
- Patients

3. Financial/ physical resources responsibilities:

3.1 Manage the Trust Board budget ensuring that an appropriate budget is set each year and that any financial sustainability programmes are delivered

3.2 Responsible for budget setting for the CEO's office

Department structure chart



4. Key result areas:

- 4.1 Provide high quality, comprehensive and responsive business support to the CEO
- 4.2 Act as an effective and trusted link between the CEO and the Hospital leadership team, including Executive directors. This will involve managing highly complex and sensitive matters on a frequent basis which will require highly developed understanding and communication skills
- 4.3 Proactively manage the CEO's workload in a highly efficient manner to facilitate their ability to lead the Trust effectively
- 4.4 Work closely with the CEO's Executive Assistant (EA) to ensure that their diary is aligned to current priorities and that there is high quality and comprehensive briefing support, developing briefing packs and presentations as required. This will include ensuring that an accurate diary is maintained and that work is appropriately scheduled and planned and gathering information in advance of meetings
- 4.5 Work closely with the CEO, horizon scanning and keeping them informed of relevant issues, commitments and responsibilities as well as prioritising and follow up as appropriate

- 4.6 Working closely with the CEO's EA, prioritise incoming issues and concerns address to the CEO, including those of a sensitive and confidential nature, determining the appropriate course of action, referral or response and routing and dealing with less complex matters as appropriate
- 4.7 Co-ordinate the drafting of reports that the CEO has taken responsibility for producing
- 4.8 Establish and maintain effective working relationships with key organisations and liaise with them as appropriate on behalf of the CEO
- 4.9 Respond to correspondence including emails on behalf of the CEO promptly and to a high standard, highlighting those which require a direct response from the CEO
- 4.10 Record actions on behalf of the CEO and track issues for follow up and progress, chasing when required
- 4.11 Use initiative, diplomacy and tact and take a proactive approach to solving problems and delegating issues as appropriate. Provide a quick response to conflicting demands and priorities
- 4.12 Read and interpret national guidance documents producing briefings for the CEO
- 4.13 Ensure that issues of concern are brought to the CEO's attention or the appropriate member of the Executive leadership team
- 4.14 Ensure that the CEO is fully prepared for meetings and other commitments
- 4.15 Undertake ad hoc projects assigned by the CEO. Plan, monitor and manage projects, including preparing regular reports
- 4.16 Support corporate and public engagement activities and events, working with colleagues to ensure the smooth running and taking lead responsibility for ensuring that the reputation of the organisation is maintained at all times
- 4.17 Be accountable for the management of the CEO's office, ensuring all planning and organisational activities are in line with Trust policies, procedures and guidelines
- 4.18 Represent the CEO's office at external events as required
- 4.19 Present information to large groups which may be complex, sensitive or contentious
- 4.20 Lead the development of policies and processes for the CEO's office. Contribute to and ensure compliance with corporate policies

Managerial/ People Management (Responsibility for Human Resources)

4.21 Responsible for leadership and line management of the EA team, providing support to colleagues working within the team and ensuring effective day-to-day running of the office

4.22 Staff recruitment and identification of training opportunities

Physical skills, mental effort and working conditions

4.23 Advanced IT skills, including the Microsoft office suite, particularly word, excel, powerpoint and outlook

4.24 Ability for frequent concentration for analysis, report writing, meetings etc with frequent disruptions

4.25 Able to react quickly to changing priorities

4.26 Able to maintain resilience in a busy and fast paced environment

4.27 Ability to travel and work flexibly

5. Personal and Professional Development

5.1 Participate in the Trust's annual appraisal system designed to identify objectives and personal development opportunities.

5.2 Participate in the Trust's annual pay progression review (if applicable).

5.3 Ensure that all mandatory training is up to date

5.4 The post holder will be responsible for continually maintaining their working knowledge of local practices, policies and procedures and highlight ongoing training and development needs to their manager.

General:

To undertake any other reasonable duties, responsibilities or projects as requested commensurate with the postholder's skills, knowledge and experience.

PERSON SPECIFICATION

Title of post: **Business manager to Chief Executive Officer (CEO) band 8B**

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to Masters Level or equivalent in a relevant discipline/ leadership or management qualification or proven equivalent knowledge and experience. 	<ul style="list-style-type: none"> Recognised postgraduate Leadership or Management qualification, or proven equivalent knowledge and experience.
Experience	<ul style="list-style-type: none"> Attending board or management meetings to record and chase actions, including preparation of briefings Using a wide range of IT office systems including excellent PowerPoint skills Significant exposure to, and experience of, dealing with very senior management Experience of balancing a varied workload with consistent urgent priorities Experience of gathering and analysing data, identifying themes and distilling information, writing briefings and making appropriate recommendations Experience of writing high level papers and presentations that communicate complex and difficult issues in a simple and understandable manner 	<ul style="list-style-type: none"> Experience of working within the NHS or wider public sector Experience of supporting an executive director or equivalent level

Knowledge and skills	<ul style="list-style-type: none"> • Ability to rapidly develop strong, collaborative working relationships and gain the confidence of others • Taking the initiative and being proactive to find solutions to problems and to improve office efficiency • A strong and enthusiastic work ethic • Strong customer care skills • Strong interpersonal skills, with the ability to build the right relationships internally (both with the senior management team and individual team members) and with stakeholders • Exceptional organisational and time management skills • Excellent IT skills including proficiency with Microsoft Office packages • Good numerical skills • Maintaining confidentiality and a high level of discretion and sensitivity • Attention to detail • Excellent verbal and written communication skills, including a good telephone manner • Delivering and managing projects 	<ul style="list-style-type: none"> •
Attributes	<ul style="list-style-type: none"> • A flexible can-do approach, with the ability to respond to change in a fast paced environment • Reliable, conscientious and a team player • Ability to maintain emotional resilience and composure when exposed to highly emotional circumstances, dealing with sensitive and contentious information 	<ul style="list-style-type: none"> •

Additional requirements	<ul style="list-style-type: none"> • Frequent requirement to use visual display unit equipment continuously most days. • Frequent exposure to emotional circumstances. • Frequent requirement to concentrate intensively for long periods of time yet manage this within the context of regular interruption and changing priorities. • Frequent sitting for long periods of time. 	•
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Version control (HR use only):

Version number:	AfC panel:	Clustered:	Consistency check:	Lead initials:
1	19/04/2024	N/A	19/04/2024	LA