



# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Assistant Operational Manager – Acute Floor
<b>Band</b>	7
<b>Hours</b>	37.5
<b>Responsible for</b>	All administrative support staff
<b>Division</b>	Medicine
<b>Location / Hospital Site</b>	Royal Sussex County Hospital and Princess Royal Hospital as required
<b>Responsible to</b>	General Manager
<b>Accountable to</b>	Chief of Service
<b>DBS Level</b>	Standard
<b>DBS Barring</b>	N/A
<b>DBS Workforce</b>	N/A

## Role Summary

The role is responsible for a range of professional leadership duties including the operational management of the service as well as ensuring that administrative processes are co-ordinated and managed to deliver both governance and performance functions.

The post holder will be responsible for the coordination and review of performance monitoring, clinical governance reporting, project work and the development of business plans/production of reports as required. They will be required to take remedial action where necessary, suggest improvements and propose and implement new ways of working. They will be expected to identify new business opportunities and actively take these forward with the Directorate team.

Through their own work and managing the work of others, the post holder will ensure that Directorate plans, systems, structures and processes for managing clinical quality, risk, controls assurance and local patient and public involvement initiatives are in place, and that these are carried out and managed efficiently. The post holder will be directly responsible for co-ordinating others to deliver timely and effective business support across the area of responsibility.

The post holder will contribute to the development and implementation of the service strategies at Directorate, Division and Trust level in particular focusing on delivering service developments that will improve the patient pathway, enhance the quality of service delivery and deliver performance targets whilst identifying any potential efficiency savings.

The post holder will establish business processes and procedures within their area(s) that satisfy the Trust's statutory obligations. They will work collaboratively with other

operational and professional leads within the Directorate and across the organisation to ensure that the Trust can evidence its compliance with national policies and standards.

The Operational Manager will support the Trust in driving transformation as well as value for money in planning, commissioning and services.

The post holder will be responsible for management of the directorate budget and staff establishment control, including ensuring appropriate allocation of financial resources and ensure that expenditure is monitored against budget and maintain financial control.

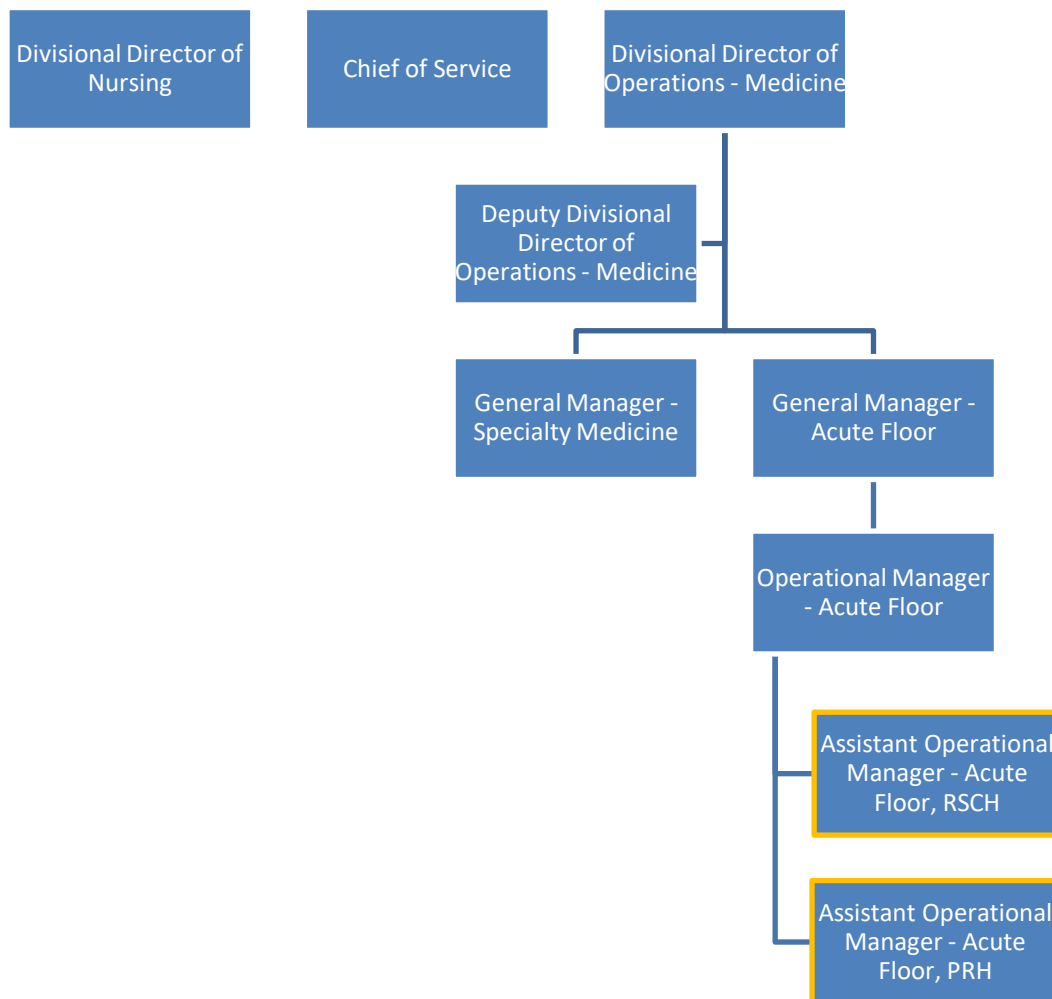
### **Key Working Relationships**

**Internal:** Divisional Directors of Operations (DDOs), Deputy Divisional Directors of Operations (DDDOs), General Managers, Chiefs of Service, Heads of Department and Professional Leads, Clinical Directors, Clinical Leads, Operational Managers, Divisional Directors of Nursing/AHPs, Heads of Nursing, Matrons, Divisional Managers, Executive Team, Hospital Directors, Clinical Site Teams, Corporate Functions including various Business Partners, Staff Side, Divisional staff at all grades across a range of professions.

**External:** Other NHS organisations, ICS, CQC, Local Authorities, Public and Patient Involvement Forums, Voluntary Organisations, Patient and Public Groups, South East Coast Ambulance Service.

### **Structure Chart**





## Main Duties and Responsibilities

### Service Delivery and Improvement

- Support the management the capital and revenue budgets for the Directorate as may be delegated to ensure that expenditure and income is within financial plans and budget and to ensure compliance with Standing Financial Instructions. The post holder will also lead on budget setting, cost improvement plans and contract submissions for the service area.
- Work with relevant stakeholders to establish a culture of continuous improvement within the service area(s) and ensure that best practice in the delivery of high quality, modern, patient centred care is delivered, developed and maintained.
- Develop and implement effective reporting arrangements within the service area to accurately record and monitor performance against local and national targets and to pro-actively develop solutions to manage any variances.
- Support the implementation of change and improvement programmes across the Trust.
- Work under the direction of the clinical and nursing leads to implement best practice guidance and other mandatory standards.
- Contribute to the development and review of the service and business strategy in collaboration with other Divisional leaders to ensure the anticipation of future

needs, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans.

- Identify and create new business opportunities within and outside the organisation, and to suggest service improvements that will enhance patient care.
- Support the production of business cases, considering a range of options using analytical and interpretation skills, to achieve the required business objectives.
- Identify service redesign options and service improvement plans within the service area that will lead to the delivery of improved clinical outcomes for patients and the more efficient use of resources within the service area.

## **Communication**

- To work with the Clinical Lead and Matron in a triumvirate to ensure an appropriate cascade and escalation of information occurs that enables the delivery of the Trust's strategy and objectives.
- Establish lines of communication with other colleagues in the Trust and wider healthcare community, to ensure that services are integrated and opportunities for improvements are maximised.
- Ensure that good practice is identified and shared within the Division and wider organisation where appropriate.
- Using the highest degree of motivational and negotiating skills, ensure an atmosphere of collaboration across the service area to deliver a programme of continuous improvement in a challenging and demanding environment.
- Analyse and communicate highly complex verbal and written data to relevant stakeholders (internal and external), ensuring all information concerning performance in all areas is communicated and understood and managed confidentially where appropriate.
- Negotiate with others to reach a decision/conclusion to complex problems and to use appropriate influencing skills with supporting departments to ensure the needs of the service are met.
- Challenge internal and external parties where necessary to overcome barriers to change and understanding and to ensure that learning is shared and that risks are mitigated and reduced.
- Demonstrate effective stakeholder management across different departments at all levels. Respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.
- Attend, lead and participate in departmental meetings.
- Demonstrate empathy, compassion and diplomacy to communicate effectively with patients and relatives to resolve issues that may arise.

## **Risk Management**

- Lead the development and application of systems, control processes and risk management arrangements that ensure compliance with internal and external governance and best practice requirements.
- Support the directorates management of risks through the creation and management of mitigating actions.

## **People Management and Development**

- Responsible for leading, developing and improving the overall management of administrative services for the Division.
- Provide clear, visible, responsive and professional leadership to all staff within area of responsibility that maximises their effort and potential.
- Monitor workforce performance metrics for area(s) of responsibility and ensure appropriate plans are in place where improvement is required.
- Day-to-day line management of staff.
- Provide leadership and support to all delegated budget holders within the service, while also holding them to account for delivery of a balanced budget and cost improvement plans.
- Support the management of workforce issues through the application of people policies and procedures as required within the Directorate and wider Trust (including, but not limited to, conduct and capability concerns, grievances, attendance management and appeal processes).
- Responsible for management, workforce planning and work allocation of administrative staff at cross-site localities ensuring that the service has the appropriate staff to meet its needs.
- Manage the recruitment process for the identified area(s) of responsibility.

### **Patient Care Delivery**

- In collaboration with clinical leaders, ensure there are robust systems in place for receiving and acting on patient experience and feedback, contributing to the resolution of Divisional wide or highly complex complaints or issues as required.
- Support the investigation of complaints/incidents/ and near misses, ensuring that issues arising from the investigation are suitably addressed and also used as an opportunity to improve and learn within services.
- Ensure compliance towards the constitutional targets for urgent care and key national indicators are supported by developed improvement plans.
- During times of bed escalation lead on the escalation process for the Directorate.
- Actively engage in discussions about future service provision issues such that patients receive the right treatment at the right time in the right place and within budgetary constraints.

### **Learning and Development**

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager.
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop

- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity and Inclusion

The Trust is committed to supporting Inclusion as can be seen by our Patient First Triangle with a clear value being Inclusion. We all have a responsibility to treat our colleagues, patients and service users with respect and dignity irrespective of; age, disability, gender reassignment/identity, marriage and civil partnership status, pregnancy and maternity status, religion or belief, sex and sexual orientation.

We are a Disability Confident Employer (Level 2) and part of the Stonewall Workplace Equality Champions programme.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	<ul style="list-style-type: none"> <li>• Must be able to move between all the Trust sites and other organisations.</li> <li>• Keyboard skills.</li> </ul>
<b>Emotional</b>	<ul style="list-style-type: none"> <li>• Giving unwelcome news related to hearing outcomes, redundancies, relocation of work, offering changes for employment for staff.</li> <li>• Dealing with difficult situations/ circumstances.</li> <li>• Dealing with people with challenging behaviour.</li> <li>• Arriving at the scene of an accident as duty manager.</li> </ul>
<b>Mental</b>	<ul style="list-style-type: none"> <li>• Prepare detailed reports.</li> <li>• Analyse statistics to present information on which decisions can be made.</li> <li>• Chair / act as a representative at meetings within the Directorate and outside it.</li> <li>• Must be able to make decisions under pressure.</li> <li>• Be able to concentrate on reports and paperwork and cope with unexpected interruptions.</li> </ul>



## Working Conditions

- Use of VDU on most days.
- May be required to sit or stand for long periods.

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Experience/ Qualifications	<ul style="list-style-type: none"> <li>• Educated to degree level or equivalent level of knowledge and experience.</li> <li>• Experience of continued learning</li> <li>• Experience of working within a complex, varied and unpredictable environment.</li> </ul>	AF	<ul style="list-style-type: none"> <li>• Project management qualification</li> <li>• PG Cert or higher</li> <li>• Unscheduled care experience</li> </ul>	AF
Skills	<ul style="list-style-type: none"> <li>• Demonstrable previous success in leading and delivering service change and performance initiatives.</li> <li>• Evidence of the ability to source, interpret and report on highly complex data.</li> <li>• Evidence of managing operational arrangements to a high degree of accuracy, timeliness and effectiveness.</li> <li>• Ability to work as part of a team and/or independently across departmental, organisational and</li> </ul>	AF, I	<ul style="list-style-type: none"> <li>• Advanced use of Patient Administration Systems</li> <li>• Evidence of preparing and presenting reports up to Board level</li> </ul>	AF, I

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
	<p>professional boundaries.</p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills to deal with staff at all levels throughout the Trust and with external organisations on behalf of the Division.</li> <li>• Ability to communicate effectively at all levels and overcome barriers to understanding and resistance to change.</li> <li>• Experience of effectively managing a budget.</li> <li>• Ability to deal with confidential, sensitive or contentious information with senior managers / clinical staff / clients, which requires persuasive skills where agreement and co-operation is required, e.g. sensitive staffing or finance information.</li> <li>• Conflict management, influencing and negotiation skills.</li> </ul>	<p>Application form (AF) Selection interview (I) Assessment (A)</p>		<p>Application form (AF) Selection interview (I) Assessment (A)</p>

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
	<ul style="list-style-type: none"> <li>Ability to make judgements and take action based on available knowledge sometimes taking difficult decisions and overcoming barriers.</li> <li>Excellent organisational skills and attention to detail.</li> <li>Ability to prioritise workload and work to deadlines.</li> <li>Computer literate in Word, Database, Presentation, Spreadsheet and file management to a high level.</li> <li>Ability to interrogate information systems and manipulate data to produce reports.</li> <li>Evidence of having undertaken own development to improve understanding of equalities issues</li> </ul>	I		Application form (AF) Selection interview (I) Assessment (A)
People Management and Development	<ul style="list-style-type: none"> <li>Proven evidence of managing a significant size team and utilising resource effectively and efficiently.</li> <li>Knowledge and understanding of people management processes required</li> </ul>	AF, I		

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
	<p>for both direct management and responsibility for involvement in supporting processes outside of own area.</p> <ul style="list-style-type: none"> <li>• Experience of managing and implementing change within the workforce.</li> <li>• Experience of a range of employment issues including but not limited to Sickness, Disciplinary, Performance and Grievance issues.</li> <li>• Experience of engagement with workforce colleagues including driving strategic plans forward to the point of delivery, establishing clear work priorities, delegating effectively, ensuring a capability to deliver, monitoring performance and giving feedback.</li> <li>• Awareness of dignity at work, equalities and human rights issues.</li> </ul>	<p>Application form (AF) Selection interview (I) Assessment (A)</p>		<p>Application form (AF) Selection interview (I) Assessment (A)</p>
Specific Requirements	<ul style="list-style-type: none"> <li>• Knowledge and understanding of National</li> </ul>	AF,I		

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
	<p>Development Strategies and delivery of NHS Healthcare services.</p> <ul style="list-style-type: none"> <li>Knowledge understanding of Clinical Governance and risk management systems.</li> </ul>	<p>Application form (AF) Selection interview (I) Assessment (A)</p>		<p>Application form (AF) Selection interview (I) Assessment (A)</p>
Freedom to Act	<ul style="list-style-type: none"> <li>Day to day freedom to act operationally and make decision with escalation only to senior where there are issues with conflicting targets or clinical decisions or excessive resource implications.</li> <li>Ability to work autonomously.</li> </ul>			
Equality, Diversity, and Inclusion	<ul style="list-style-type: none"> <li>Evidence of having championed diversity in previous roles (as appropriate to the role)</li> </ul>	I		