

## Job Description

**Division: CWD**  
**Job Title: Business Support Manager**  
**Band: Band 7**  
**Location: Obstetrics and Gynaecology and Child Health**  
**Hours of Duty: 37.5 hours per week**  
**Managerially accountable to: Clinical Director**  
**Professionally accountable to: Directorate Manager**

### **Key Relationships:**

**Associate Director**  
**Clinical Directors and Clinicians**  
**Members of Divisional/Directorate Clinical Management Teams**  
**General practitioners**  
**CCG's**  
**Patient Groups**  
**Provider to Provider Referrer's**

### Role Summary

To support the Directorate Management Senior Team, as directed by the Clinical Director (CD), Directorate Manager (DM), Senior Matron and Head of Midwifery (HOM) in the efficient and effective operational management of resources within the Directorate in order to deliver continually improving high quality patient care within the resources available.

To be responsible for a broader, Cross-divisional portfolio as designated by the Associate Director and Clinical Directors for the Division (e.g. 18 weeks and diagnostic targets) this may include leadership support for a major project. This aspect will engender the appropriate level of responsibility reflective of a Band 7 key skills and knowledge framework.

To work with other Directorates/Divisions to ensure the achievement of the Trust's and Divisional corporate objectives.

The post holder can be deployed across other areas to support service lines as required and agreed with the Clinical Director or Associate Director.

### Key Areas/Tasks

#### **Communication & Relationships Skills**

- It is expected that ALL employees of the Trust will take part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment
- To ensure communication channels are used appropriately and effectively to facilitate the flow of information throughout the Division.
- To represent the Directorate on specific committees/working parties as requested.
- To communicate with integrity and to adhere to the standards of behaviour expected as per the code of conduct for NHS professional managers.

### **Knowledge, Training & Experience**

- 2 years' experience of working in an acute Trust (working to degree level) in a management role
- Operational management skills
- Diplomacy and ability to deal with difficult situations
- Leadership and team building skills
- Ability to work in a high pressured environment & work to deadlines

### **Analytical & Judgmental Skills**

- To support the monitoring of the performance of the Directorate against its agreed objectives and to be responsible for ensuring corrective action where performance is not in accordance with objectives
- To analyse and interpret a range of information in order to understand the directorates financial and clinical performance and to prepare and present options for improvement.

### **Planning & Organisational Skills**

- To ensure systems are developed to monitor Directorate and Service Lines performance in relation to national and local standards such as the management of waiting lists and waiting times, patient standards, Clinical Governance and the NHS Plan.
- To ensure that an effective infrastructure is in place to support audit and review across the Directorate.
- To provide information and support to the Directorate Manager and Matron in service planning and performance review mechanisms.
- The development and implementation of structures and processes within the service lines to facilitate the embedding of SLM thereby making it business as usual.
- To support the Service Lines to deliver value for money and the planning and delivery of associated cost improvements.

### **Physical Skills**

- Standard PC skills

### **Responsibility for Patient/Client Care**

- To ensure a high level of service at all time to both internal and external customers
- Incidental contact with patients

### **Responsibility for Policy/Service Development**

- To support patient access and the effective flow of patients through the respective services of the Directorate including, elective and non-elective inpatients, day cases, emergency portals and outpatients clinics, theatres and diagnostic activities.
- To support the Directorate Manager and Professional Head of Imaging, to deliver services for patients which meet the requirements of CQC standards and other assessment reviews, including 18 weeks, cancer targets, A&E 4 hour wait etc.
- To support the operational delivery of services to meet the requirements of the Service line's respective balanced scorecard performance framework
- To be responsible for the management of complaints within the Directorate in accordance with Trust policy, to support and prepare responses to written complaints and to meet complainants to resolve concerns on behalf of the DM/PH when appropriate.

- To monitor and audit complaints, adverse incidents, patient feedback etc in order to identify trends and make recommendations to the Directorate Management Team to help deliver improved patient care services.
- To be responsible for and coordinate the management of adverse incident reporting, in accordance with Trust procedure. Develop monitoring mechanisms to identify trends and make recommendations to the Directorate and Divisional Management Teams in line with the compliance and Assurance framework.
- To assist the Directorate Manager in service development and the formulation of business cases.
- To develop standard operating procedures for local areas/ departments within the Directorate to support effective operational delivery in line with Lean processes.
- To challenge in a positive manner current working practices and promote a culture of continuous improvement.

### **Responsibility for Financial and Physical Resources**

- To assist with the preparation and monitoring of all SLAs (service level agreements) with all NHS and non-NHS/ third party organisations, working with the Directorate Manager and Divisional Business Advisor as appropriate.
- To assist with the control of expenditure, ensuring it remains within budget for all clinical/non-clinical areas of responsibility. Ensuring awareness of financial position and Standing Financial Instructions and the requirement to increase productivity and efficiency to deliver control total with surplus.
- To ensure, in conjunction with the Directorate Manager, that systems are in place to collect and analyse patient activity data and related financial information.

### **Responsibility for Human Resources**

- To assist the Directorate Manager in the day to day management and supervision of staff within the Directorate.
- To assist the Directorate Manager and Professional Head in staffing issues including workforce planning, recruitment and selection, training and Human Resource Policies
- To assist with ensuring compliance with Health and Safety policies and procedures within the Directorate.
- To work with the Directorate Manager to promote a culture of continuous improvement and development and to support delivery of Improving Working Lives

### **Responsibility for Information Resources**

- To understand and assist with the information flow throughout the organisation in relation to Directorate activity statistics and monitoring. To utilise quantitative and qualitative information to develop metrics against which the performance of the services can be measured.
- To develop and provide regular activity and performance monitoring reports for all areas within the Directorate, ensuring that these are validated and reflect management information needs.
- To liaise with other Managers across the Trust to access other systems/information.
- To develop and provide regular activity and performance monitoring reports to meet the requirements of the Service line's respective balanced scorecard performance framework

### **Responsibility for Research and Development**

- Undertakes surveys relating to specific projects.

### **Freedom to Act**

- Lead specialist on specific projects.

### **Physical Effort**

- Undertake light physical effort such as sitting, standing and walking.
- Standard keyboard skills.

### **Mental Effort**

- Requires frequent spells of concentration through a work pattern which can be unpredictable.
- Able to cope with interruptions whilst in periods of concentration
- Manage conflicting priorities

### **Emotional Effort**

- Limited exposure to distressing or emotional circumstances.

### **Working Conditions**

- Working in a variety of areas across the hospital site.
- Regular VDU usage

### **Management Support**

- To deputise for the Directorate Manager when necessary and appropriate.
- To provide General Management support to the Directorate Manager or Clinical Lead and provide assistance with specific projects as required.
- To work flexibly in order to deliver the Directorate agenda and to offer support to other colleagues including cover in times of absence.
- To provide general administrative support to the Directorates, ensuring in particular that supporting services are delivered effectively in the interests of patient care.

### **Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

### **Values & Promises**

**We have four core values and promises that were co-created by our staff, patients and carers.**



### **Together**

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

### **Compassion**

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomy name is

### **Safe**

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### **Improving**

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

### **Health and Safety**

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

### **Confidentiality**

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

### **Equality and Diversity**

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

### **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

- **Trust Dress Code**
  - Trust approved uniform/dress code must be adhered to
  - When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
  - No personal bags to be worn during clinical duties
- **Hand Hygiene**
  - Decontaminate your hands as the per 'The five moments of hand hygiene'
- **Own Practice**
  - Lead by example
  - Encourage and praise good practice
  - Be prepared to accept advice about your own practice
- **Decontamination**
  - Ensure that equipment you have been using or about to use has been decontaminated effectively
  - Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works
- **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

### **Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality.

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

Whiles GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report

and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

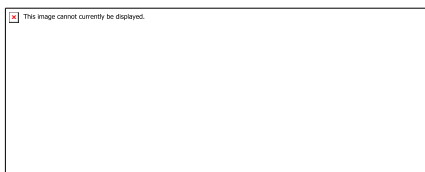
### ***Safeguarding Children, Young People and Adults with care and support needs***

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines . All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

### **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

### **Organisational Chart- this is not included in generally on JDs**

Insert current Organisational Chart here. (Please note post titles only, do not give names and bands of post holders)

Signed Employee \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_

Signed Manager \_\_\_\_\_

Print \_\_\_\_\_

Date \_\_\_\_\_



**Job Title**

**Person Specification**

<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and qualifications</b>	Educated to Masters Level or equivalent level of experience	Diploma/Degree in Management or health related subject
<b>Experience</b>	<p>2 years' experience of working in an acute Trust (working to degree level) in a management role</p> <p>Proven experience of operational management and delivering performance targets</p>	<p>Experience of management of change issues</p> <p>Experience in introducing innovative practice</p>
<b>Skills, ability and knowledge</b>	<p>Awareness of NHS plan access Targets</p> <p>Ability to develop and deliver action plans in relation to the NHS Agenda</p> <p>Operational management skills</p> <p>Diplomacy and ability to deal with difficult situations</p> <p>Leadership and team building skills</p> <p>Ability to work in a high pressured environment &amp; work to deadlines</p>	<p>Knowledge of the business planning process.</p> <p>Knowledge of workforce planning</p>

	<p>Able to develop strong multi-disciplinary relationships</p> <p>Excellent communication skills, oral &amp; written</p> <p>Able to positively influence to ensure effective and efficient delivery of service</p> <p>Awareness of Trust policies &amp; procedures</p> <p>Computer literacy</p>	
<p><b>Personal Qualities</b></p>		