

# Service Line Reporting Lead

Finance Department

## JOB DESCRIPTION

### 1. About the Trust

#### **Our organisation**

The Hillingdon Hospitals NHS Foundation Trust is the only acute hospital in the London Borough of Hillingdon and offers a wide range of services including accident and emergency, inpatient care, day surgery, outpatient clinics and maternity services. The Trust's services at Mount Vernon Hospital include routine day surgery, delivered at a modern treatment centre, a minor injuries unit and outpatient clinics.

The safety and well-being of our patients and of our staff is paramount and we are making urgent improvements to address this – particularly in infection prevention and control. We are making progress and going forward by working in partnership with local GPs, charities, community services, academic partners, our local authority, neighbouring hospitals and the wider North West London Integrated care system, and ensuring that we listen and work in partnership with our local population. We are absolutely focused on ensuring that our hospitals provide high quality, safe and compassionate care, while drive forward the building of the new Hillingdon Hospital.

We have over 3,500 members of staff that are proud to care for nearly half a million people, with a vision to be an outstanding provider of healthcare through leading health and academic partnerships, transforming services, to provide the best care where needed.

Our staff are real superstars; how they have responded to the challenge of the COVID-19 pandemic was amazing and reflects our values - which guide our decisions, our teamwork, how we support our people and how we deliver our patient care. The values form the mnemonic CARES:

**Communication**

**Attitude**

**Responsibility**

**Equity**

**Safety**

Our patients are at the heart of everything we do and our mission is to provide high quality, safe and compassionate care, improving the health and wellbeing of all the people we serve. In addition to our Estates, Clinical, Workforce, Digital, Communications and Engagement strategies, our strategic objectives this year are focused on Quality, Workforce, Performance, Money, Well-Led and Partnership Working.

## 2. Role profile: Job description & Person specification

<b>Job title</b>	<b>Service Line Reporting Lead</b>
<b>Salary scale</b>	<b>8a</b>
<b>Division</b>	<b>Finance Department</b>
<b>Responsible to</b>	<b>Head of Income, Costing and Contracting</b>
<b>Accountable to</b>	<b>Chief Finance Officer</b>
<b>Type of contract</b>	<b>Permanent</b>
<b>Hours per week</b>	<b>37.5 Hours</b>
<b>Location</b>	<b>Hybrid Mount Vernon and Hillingdon</b>

### Job summary

The post holder will be the Trust's lead on costing and cost benchmarking initiatives to support financial planning and control across the Trust. With the responsibility of leading and managing the costing team the post holder will continue the development of Service Line Reporting (SLR) and Patient Level Costing (PLC). Provide support to clinical divisions and the finance teams to ensure effective decision making. The post holder will be responsible for producing the annual National Cost Collection submissions and develop and maintain a high-quality service line reporting function. The post holder will also be the Trust lead for the ICB and provider costing strategy group.

1. Working with operational teams and the information department to ensure all activity data is collected.
2. Liaising with Divisions on the financial impact of planned service changes. Ensuring that planning and costing systems are continuously improved. Responsible for the continual development and implementation of National Costing Standards and guidance.
3. Day to day management of SLR/PLIC's team and support and lead income team when required.
4. Maintain and further develop productivity dashboards and matrices.

### Main Tasks and Responsibilities

- Act as Trust expert technical lead on SLR and PLICS, ensuring that appropriate systems are in place for the Trust to comply with its requirements.
- Lead on the organisational wide education and dissemination of SLR and PLC, leading on the presentation of seminars and updates and leading working groups to maximize the Potential benefits of the new regime.
- Lead the development and maintenance of aspects of the Trust's costing strategy, advising in particular on local pricing via alternative costing and improvements in the quality of costing data and activity capture.
- Guide & advise the Directorate Finance teams and clinical staff, in the production of costs and prices for services.

- Ensure that the Trust successfully meets the national agenda for the costing of services, leading any rebasing reviews accordingly and ensuring that annual national cost collection is produced to the requisite national standards.
- Develop Patient Level Costing systems to support an understanding of:
  - Patient level costs at all levels of the organisation to drive improvements in efficiency and quality in service delivery.
  - The development of prices for NHS work not covered by the national tariff and for non-NHS work.
  - Produce benchmarking comparisons on a basis which facilitates the identification of options for efficiency/VFM gains.
- Develop the external image of costing and benchmarking, providing education and training to colleagues inside and outside the Finance Department in order to develop an understanding of their benefits and to encourage participation in their development.
- Working with the Head of Income, Contracting and Costing to lead the development of systems and processes to support where required.
- Represent the Trust externally on any benchmarking and costing and Service Line Reporting initiatives.
- Ensure that relevant recommendations of both internal and external auditors are Implemented.
- Oversee the production of monthly SLR reporting. Responsible for the development of SLR systems to ensure Trust management teams understand their costs in relation to income.
- Ongoing reviews of local costs comparing with the national averages and analysis of the variances. Identifying areas where our costs significantly vary from the National average and determining drivers.
- Ensure that divisional teams and The Trust Board are provided with regular service line management reports and effectively communicate with Senior Managers and Clinicians the components within service line reports.
- Oversee the preparation of the Trusts annual National Cost Collection, ensuring it accurately reflects the activity and costs of relevant services within the Trust.
- Support the divisions in the business cases and contribute towards service developments.

### **General duties**

- Day to day line management of the SLR/PLIC's team including recruitment, training and appraisals.

- To oversee the effective recruitment, training and development of staff within the department, ensuring that each member of staff has regular appraisals, a personal development plan and adequate support.
- To ensure that financial transactions are undertaken in accordance with Standing Financial Instructions and Standing Orders. The postholder is responsible for informing the Director of Finance or Deputy of any breach of SFI's or SO's and reporting incidences of fraud.
- To ensure all sensitive information is distributed in line with Information Governance policies and procedures.
- To undertake any other duties as reasonably requested.

## **Confidentiality**

The postholder is required not to disclose such information, particularly that relating to patients and staff. All employees are subject to the Data Protection Act 1998 and must not only maintain strict confidentiality in respect of patient and staff records, but the accuracy and integrity of the information contained within. The postholder must not at any time use personal data held by the Trust for any unauthorised purpose or disclosure such as data to a third party. You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trusts, unless expressly authorised to do so by the Trust.

## **Health and Safety**

The postholder must co-operate with management in discharging responsibilities under the Health and Safety at Work Act 1974 and take reasonable care for his or her own health and safety, and that of others. The postholder must also ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

## **Equal Opportunities**

The postholder is required at all times to carry out responsibilities with due regard to the Trust's Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

### **Risk Management**

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

### **Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in the Trust. Interests that might appear to be in conflict should also be declared.

In addition the NHS Code of Conduct and Standards of Business conduct for NHS Staff (HSG 93/5) required 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 organisation or other NHS voluntary organisation), or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained.

You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict between your private patient's interest and your NHS duties.