

Job Description

Job title:	GI Surgery Service Manager
Division:	GI Services
Board/corporate function:	Surgery and Cancer
Salary band:	6
Responsible to:	GI Surgery General Manager
Accountable to:	GI Surgery Assistant General Manager
Hours per week:	37.5 hours
Location:	250 Euston Road

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing and Grafton Way Building)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

We are committed to sustainability and have pledged to become a carbon net zero health service, embedding sustainable practice throughout UCLH. We have set an ambitious target of net zero for our direct emissions by 2031 and indirect emissions by 2040.

UCLH Vision and Values

At UCLH, we have a real 'One Team' ethos, and our values – safety, kindness, teamwork and improving, are central to the way we work. This is supported by our staff, who voted us as the #1 NHS Acute Trust to work for in the whole of England.

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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Equality, Diversity, and Inclusion at UCLH

At UCLH, we take equality of opportunity seriously and are committed to being a diverse and inclusive employer, with a culture that creates a real sense of belonging and trust. Respect, inclusion and sensitivity are hallmarks of quality of our care. That is why it is our fundamental aim, to recruit, retain and promote a diverse mix of people from all backgrounds, cultures, and perspectives, who are representative of our local communities to support our world class research, innovation, and creativity. We are proud to have 5 different networks that are owned and led by our staff which give a voice to all our staff to feed up to leadership of the organisation, including the Trust board, thus creating a sense of community and support and help drive cultural change to become a more inclusive organisation.

Our staff networks are:

- Black, Asian and Minority Ethnic (BAME) Network

- Lesbian, Gay, Bisexual Transgender, Queer, Intersex and Asexual (LGBTQIA+)
- Women's
- Disability Network
- Mental Health Network

Job Purpose

The Service Manager reports to the Assistant General Manager and leads the administrative teams. The post-holder has the following responsibilities:

- Responsible for the day-to-day service management of GI Services with particular responsibility for patient access to outpatient and inpatient care.
- Lead the administrative teams in order to provide a high quality administration service to all patients accessing the Division's services, their carers and referring practitioners.
- Supporting the delivery of performance targets including activity and workforce, and others as applicable.
- Managing and developing GI inpatient and outpatient pathways in order to ensure continuous improvement.
- Working closely with the relevant Clinical Lead(s) and Senior Nurses to provide strategic direction and leadership to ensure services continue to improve and develop.

Key Results Areas

Service Management

- To oversee the work of the Administration teams within GI Services Division
- To provide strong and effective leadership to specific non clinical teams.
- To ensure delivery against all key targets and performance indicators for GI Services, including (but not limited to) access targets.
- To analyse and report service level activity and access performance information for a range of audiences.
- To develop measures of monitoring activity for the division, and to set targets where necessary.
- Liaise with the Assistant General Manager and Finance Manager on any areas of concern relating to activity and coding of performance.
- Represent GI Services at various meetings as required and to ensure that the outcomes and actions of these meetings are communicated back to the Division appropriately and in a timely manner.

- Contribute to the investigation of patient complaints to ensure that appropriate and timely responses are given and that trends are identified, and remedial action taken.
- To assist the Assistant General Manager in considering demand and capacity for inpatient and Outpatient activity and contributing to pathway mapping as requested.
- To deputise for the Assistant General Manager where appropriate.

Main Duties and Responsibilities

People Management

- To be responsible for the management of the administration teams providing training, advice and support and participating in recruitment, induction, disciplinary and appraisal processes.
- To ensure robust systems for service delivery are in place and that these are communicated effectively to all staff.
- To ensure that the robust processes are in place for the monitoring of patient pathways, access targets and CQUIN targets. To ensure that processes are in place for team members to escalate issues which effect service delivery or patient care.
- To oversee the Administration Managers and support them with covering absences and allocating workload in order to provide a consistently high level of service.
- To act as a mentor to the Administration Team Leaders, Coordinators and Assistants.
- To promote good team working within the teams.
- To be aware of the training needs of team members and ensure that appropriate training and developed is provided.
- With the support of the AGM, be proactive in developing initiatives to promote staff engagement and great customer service.

Financial Management

- To be responsible for own staffing budget, ensuring the optimum use of Resources and establishing and maintaining effective management process to ensure financial control.
- Identify and implement cost improvements and explore revenue generation opportunities.
- Ensure that appropriate quality controls are in place to ensure that the Division is achieving its CQUIN targets and avoids financial penalties associated with breaching performance targets, e.g. monitoring access targets and clinic letter correspondence turnaround times.
- Contribute to business cases as required by the Assistant General Manager.

Strategic Management and Service Redesign

- Where applicable, lead on re-design of patient pathways within GI Services, with the overall aim to ensure maximum utilisation of resources and excellent patient care and experience.
- Provide a flexible approach to theatre scheduling and clinic template design in order to maximise the utilisation of theatre and outpatient resources, within financial control limits.
- Lead on specific projects both within the Division and across the organisation. Ensuring that progress is reported back to the Division regularly.

Electronic Health Record System (EHRS)

- Attend relevant IT training sessions and achieve satisfactory competency.
- Participate in ongoing developments in EPIC as requested
- To be actively involved in any future IT developments.
- Provide support to all staff on EPIC functionality.

Communication and Relationship Skills

- To have a high degree of interpersonal and communication skills, in order to liaise with a wide range of hospital personnel: consultants, clinicians, secretaries, ward clerks and others orally, in writing or electronically in a professional and courteous manner.
- The ability to challenge, question and clarify by reasonable argument to a satisfactory resolution of issues.
- Deal with telephone queries in a polite and courteous way and to answer telephone calls and take messages from other phones within the department, when colleagues are absent;
- Have the ability to empathise and appreciate the needs and feelings of patients;
- To create strong links with management in Outpatients, Imaging and Theatre, escalating any issues with capacity to ensure that effective and appropriate patient care is delivered;

Access Targets

- To lead on the Divisional validation process of all patient pathways and data quality issues.
- To oversee the management of the data quality reports
- To work proactively with the Administration Team Leaders to ensure that initiatives are in place to improve data quality.

- To be proactive in demand and capacity planning and to have a flexible approach to managing clinic and list templates in order to maximise activity.
- To liaise closely with the Assistant General Manager to ensure that cancer patients access care as required.
- To ensure escalations on waiting time breaches are prevented where possible, but escalated in a timely manner if this is not possible.

Bed Management

- To represent GI Services as bed manager of the day at the Theatre Tower huddles
- To oversee the Administration teams with the accurate update of bed lists and theatre lists.

Other

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

This role will initially be supporting GI Surgery however there may be a need to support GI Medicine also. This will be agreed in advance dependant on service needs

You will be expected to actively participate in annual appraisals and seek to implement our Equality, Diversity and Inclusion Policy and the objective to promote equality of opportunity in relation to the duties of the post. Objectives will be set, that your performance will be monitored against in conjunction with your manager.

Sustainability at UCLH

You will be required to demonstrate a personal commitment to the Trust's Net Zero Strategy and to take personal responsibility for carrying-out your work duties in a way which is compliant with this strategy.

Person Specification

Requirements	Essential	Desirable	Assessment Criteria			
			A	T/P	I	R
Knowledge and Qualifications						
Degree and/or an appropriate professional qualification or equivalent.	X		X			
Experience						
Previous managerial experience in a large and complex organisation preferably within the NHS	X		X			
Proven experience in service improvement and development	X		X		X	
Proven experience in effective management of budget and effective leadership of staff.	X		X		X	
Proven experience in business planning and in the development and effective implementation of complex strategic & operational plans.		X			X	
A proven record of success in managing change while also developing and maintaining high standards of quality.	X		X			
Skills and Abilities						
Excellent communication skills, including the ability to liaise and negotiate effectively at directorate management team level.	X		X		X	
Proven track record of working under pressure to strict deadlines	X		X		X	
Ability to prioritise effectively	X		X		X	

The ability to work co-operatively with both clinical and non-clinical staff including other management teams of the Trust and to develop effective working relationships within the directorate	X				X	
Strong negotiation and influencing skills with ability to motivate and engage individuals and teams	X		X			X
Quality focussed with an innovative approach and the ability to solve complex problems	X		X		X	
A strong understanding of multi-disciplinary issues and commitment to multi-disciplinary working	X				X	
Excellent IT skills	X				X	
An understanding and experience of staff and organisational development.		X			X	
Evidence of political awareness and sensitivity to the high profile of the Trust	X				X	
Values and Personal Qualities						
Demonstrate ability to meet Trust Values of safety, kindness, teamwork and improving	X		X		X	
A facilitative and inclusive approach to management.	X		X		X	
Other Requirements, including						
Demonstrate a commitment to self-development with ability to demonstrate knowledge of current thinking and policy affecting health and public sector.	X		X		X	
A commitment to promoting equality and diversity in the workplace and in service delivery and development	X		X		X	

A= Application T/P = Test/Presentation I= Interview R= References