

Job description



POST

[Operations Manager]

SALARY

[£28,407 - £34,581]

CARE GROUP

Pro rata if applicable

BASE

[General & Specialist Medicine]
[William Harvey Hospital]

CONTACT

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Welcome to East Kent Hospitals

This post is an ideal and exciting developmental post for someone willing to extend their administration experience to encompass defined management responsibilities.

The role will support the senior operations manager in the day to day operational management of the services region wide; providing visible leadership alongside the Service and General Manager.

The post will support the senior operations manager to develop and monitor the service strategies. The role will support the formulation of the annual business and finance plans.

It requires the post holder to be able to organise and co-ordinate a wide range of tasks within tight timescales, to work under pressure, show initiative and play an important role in the effective organisation and management of the team.

About us We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



Operations Manager

Role specific duties

To provide full management and leadership to the administrative teams as well as being the operational manager to the junior doctors of the department of Respiratory. The ensures the provision of a high-quality coordinated service. The post requires the post holder to undertake a large proportion of management duties independently; exercising initiative, discretion and skill, and to work flexibly with others across the team and wider organisation.

We provide a full comprehensive range of outpatient services from our own dedicated Outpatient Department, including surgeons of Guys & St Thomas Hospital.

Duties of the role include but are not limited to:

- Provide operational business management support for all general medicine services ensuring delivery of high-quality clinical services.
- Undertake a range of projects and delegated duties according to the needs of the specialties.
- Share responsibility for managing the PTL's (patient treatment lists) and 18-week RTT identifying and reporting performance and taking corrective action where required.
- Support in the business and strategic management of the specialty including workforce planning and development. To deliver jointly with other managers surplus budget each year, including agreed cost improvement plans for the budget(s) managed.
- Manage delegated services budgets to assure divisional processes and ensure members of staff adhere to processes and systems e.g. standing financial instructions.
- With the Service Manager and General Manager, ensure the Division contributes to the Trust's efficiency targets as agreed during the annual business planning process and as adjusted in year from time to time.
- Ensure Division systems and processes are fit for purpose and staff are trained and equipped to operate them.

Medical Staffing

- To establish and maintain accurate and robust on-call rotas and daily work timetables for the site based This will include the administration of the computerised rota system for the Specialty.
- To arrange and facilitate Medical Locum cover via systems and software as appropriate and in line with Trust Policy and within financial limitations.



- To receive and process annual and study leave requests from Consultants and medical teams, acting as required to cover/reduce clinics if necessary, in accordance with Divisional and Trust Policy and processes.
- To administer and monitor the recording of sickness, annual and study leave for medical staff, including co-ordinating return to work interviews for junior medical staff.
- To assist in monitoring all locum expenditure. This will include recording on a database and reviewing on a monthly basis all medical staffing agency and internal locum cover costs and providing monthly reports to the Departmental Team or Finance as required.

Admin Management

- To be responsible for the day-to-day line management of your senior secretaries, administrative team, being the first contact for all areas of management including performance management and conduct issues.
- To be responsible for the recruitment to vacant posts and to manage staff performance through annual appraisals and personal development plans.
- To be responsible for the management of the workload of the speciality administration service, ensuring adherence to Key Performance Indicators to achieve the highest levels of quality, turnaround times and customer service.
- To maintain and monitor annual leave and sickness records for staff and to ensure pay returns are accurately completed and signed off appropriately. Recruit to vacant medical secretary posts.
- Responsible for ensuring all administration tasks are completed efficiently and effectively to deliver patient access targets, responsible for making plans to address capacity constraints.
- Daily validation of all PTLs to ensure patient pathways are of good quality and comply with Access Policy standards.
- Work collaboratively with the clinical teams on each site to plan activity making full use of all available capacity and developing plans to address capacity constraints. Ensure agreed actions are delivered and staff accountable for delivery have appropriate knowledge, skill and training to achieve targets.



Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- ✦ maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- ✦ comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- ✦ act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role ✦ participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

How to apply

For more information or to arrange to visit us, please contact Ed Beck via edward.beck@nhs.net



Person specification

Requirements	Essential	Desirable	Method of assessment
Experience	<p>Experience of line management or supervision of staff for a minimum of two years.</p> <p>Previous experience of managing challenging targets within tight deadlines.</p> <p>Previous experience of managing a range of staff groups.</p>	<p>Previous NHS experience</p> <p>Operational experience within an acute trust.</p>	<p>Application Form</p> <p>Interview</p>
Skills	<p>Excellent communication skills both verbal and written</p> <p>Demonstrable IT skills in particular - Word, Excel, PowerPoint.</p> <p>Intermediate Administrative skills including the ability to type accurately, diary management and take minutes of meetings as required.</p> <p>Able to use own initiative</p> <p>Managing complex workload with competing demands</p> <p>Well organised and able to prioritise own workload and that of others.</p> <p>Ability to work under pressure and problem solve, meeting demanding deadlines</p> <p>Resolve conflict</p> <p>Ability to set up systems and procedures to support the service</p>		<p>Application Form</p> <p>Interview</p>

Knowledge	<p>Knowledge of Management processes and procedures.</p> <p>Project planning and management processes.</p> <p>Knowledge of budgetary systems.</p> <p>Knowledge of PTLs.</p>	<p>Knowledge of organisational structure and operating policies.</p> <p>Extensive Knowledge of RTT and NHS Targets.</p> <p>Range of NHS Computerised systems e,g, PAS Allscripts.</p> <p>Basic understanding of NHS Terms and Conditions for Doctors and other staff</p>	<p>Application Form</p> <p>Interview</p>
Qualifications	<p>Minimum of GCSE grade</p> <p>Record of continuous professional and managerial development</p>		<p>Application Form</p> <p>Interview</p>
Personal/professional attributes	<p>Upholds and models the Trust values</p> <p>Ability travel in a timely manner between Trust sites as an when required</p>		<p>Application Form</p> <p>Interview</p>



The small print

Band	5
Salary Scale	£28,407 - £34,581 per annum (pro rata, if applicable) Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.
Hours of work	37.5 hours per week
Annual Leave Entitlement	Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable): On Appointment = 27 days After five years = 29 days After ten years = 33 days
Pension Scheme	As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST. Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.
Contractual Notice	Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months notice Band 7-9 = 3 Months notice
Probationary Period	New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6 month probationary period. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.



Dimensions

Financial and Physical	Manages	Assist the General Manager and Service Manager in the monitoring and management of the departmental administration budget.
	Impacts	
Workforce	Manages (Bands and WTE)	Manages 3 WTE Band 4 (2 office managers and 1 PA)
	Located	Kent & Canterbury Hospital with working on other sites as required across East and West Kent as part of the regional Respiratory Service
	Impacts	Management of admin & clerical staff, including medical secretaries and operational support Pathway co-ordinator. Contribute towards achievement of RTT KPI's and Co-ordinating of activity for medical staffing.
Other		This post should be flexible and adaptable to meet the changing needs of the department. The post holder should be able to use their initiative and intuition to problem solve and contribute to the effective utilisation of the care groups resources

Communications and working relationships

Internal	Divisional Management team Medical staff Heads of Departments and staff Executive Directors and Assistants Human Resources Finance
External to NHS	Medical workforce agencies Patients and their relatives/carers Patient Representative Groups
Other	Other NHS Trusts CCGs

Environment

Category	Description/Definition	Frequency/Measures
Working Conditions	Generally good working conditions, office based	Frequent
Physical Effort	Prolonged Computer work	Frequent
Mental Effort	Post holder will need to work to tight deadlines. They will need to keep a level head when dealing with sickness absence issues for both admin and	Frequent



	medical staff, ensuring that clinical commitment is covered	
Emotional Effort	Postholder may come into contact with distressed patients	Occasional

Most challenging part of the job

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