##### JOB DESCRIPTION

**JOB TITLE: Operational Manager – St Mary’s / Havant / Southampton UTC**

**RESPONSIBLE TO: Hospital Director**

**ACCOUNTABLE TO: Managing Director Health Care Division Director (South)**

## **JOB SUMMARY**

The role of the post holder is to assist in the general management of the Units, maintaining the strategic direction and delivering the agreed contractual requirements and targets and managing the units within their financial framework. Maintaining agreed standards of service, and leading, motivating and developing staff. The post also includes shared responsibility for all aspects of personnel, financial reporting, IM&T and general management of the units. Deputise for the Hospital Director and participate in the Senior Manager On Call rota for the services.

### Principal Duties and Responsibilities

**Operational**

* To assist in the management responsibility for the units, which includes accountability for staff on a day-to-day basis.
* Operational responsibility for facilities and review and monitor delivery and implementation of service level agreements
* Management of a clear framework for multi-disciplinary working.
* To develop and co-ordinate team processes, referrals, communication and management systems, and to deliver personal and team objectives.
* To assist in the responsibility and accountability for the unit’s budget, working with the Hospital Director and Finance Manager to ensure the optimum use of resources and establishing and maintaining effective management processes to ensure financial control. Optimisemanagement of finances and to take appropriate actions for saving money or improving value for money.
* Assure compliance with statutory responsibilities through the management framework and ensure appropriate actions identified are followed through.
* Ensure arrangements are in place to manage and monitor patient throughput.
* On behalf of the Hospital Director organise and chair reviews and other meetings, with the medical staff, and other relevant professionals.
* Working with the Data Quality Analyst to take responsibility for all aspects of data quality and data integrity ensuring compliance with statutory requirements in relation to security and confidentiality.
* To work with all key stakeholders to establish good working relationships, in particular the ICB, the local Trusts and attendance at Contract meetings and Contract review Meetings.
* Supporting the Hospital Director and Senior Team in growing the business in both NHS and private patient work.
* To monitor and ensure compliance to all contractual KPI targets both external and internal.
* To support the effective implementation of the Governance framework, for the units.
* Deputise for the Hospital Director
* Participate in the Senior Manager On Call rota.
* Health & Safety lead for the Centre, Havant and RSH UTC. NEBOSH qualification.

**IM&T**

* Maintain the appropriate application of corporate IT across the units.
* Ensure that there is adequate staff training in the use of technology, identifying a minimum knowledge base for all staff and appropriate levels for development.
* Ensure compliance with the requirements of the Data Protection Act and other legal aspects of data management and storage, which may be implemented nationally from time to time.
* Maintain the information confidentiality and security policy, in line with national guidelines.

**Human Resources**

* Maintain a well-motivated and proactive workforce.
* Manage staff, including recruitment, development and performance. Assist with the provision of appropriate induction programmes for new staff.
* Contribute to skill reviews undertaken to achieve optimum use and deployment of staff and contribute to workforce planning as a whole.
* Manage implementation of grievance issues, sickness/performance monitoring, disciplinary investigations and hearings, with advice from the HR team.
* Assisting with the development, review and delivery of company and local policies.
* Identify training needs and organise training to meet the needs of your direct reports.

# Management

# To undertake performance reviews for direct reports on an annual basis ensuring feedback on performance is given at regular intervals throughout the year.

# Communicate effectively with the team on a timely basis ensuring robust systems exist so that staff are kept informed.

* Support the Hospital Director in preparing and presenting necessary reports for the Secondary Care Division and ICB

# General

* Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process.
* To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
* To contribute positively to the effectiveness and efficiency of the teams in which you work.
* To undertake any other duties at the request of the line manager which are commensurate with the role, including project work and absence cover.
* To assist with benchmarking services to ensure quality of care.
* Lead on the preparation for external inspections eg CQC. ISO
* Support the Hospital Director in securing and operationalising any new contracts for the service

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| **Person Specification – Operational Manager** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Degree and / or an appropriate professional qualification or equivalent * Appropriate equivalent managerial experience. * NEBOSH certificate | * Management qualification * Evidence of audit participation/qualification |
| Experience | * Operational management experience of multiple service delivery * Understanding of governance * Experience and evidence of effectively managing teams * Commercially astute * Management of budgets. * Excellent computer skills * Experience of audit and regulatory inspections. * Data collection and interpretation * Report writing * Experience of multi-disciplinary team working * Experience of working as part of a senior management team | * Experience in the private sector * Experience in a healthcare setting * Experience of Urgent care * Experience of project work and presentation * Experience in delivery of private health care |
| **Skills and Knowledge** | * Excellent communication skills, verbally and in writing. * IT literate * Highly organised in their approach * Able to demonstrate critical reasoning skills and decision making. * The ability to work co-operatively with senior teams, external agencies and to develop effective working relationships. * Quality focused with innovative approach, the ability to solve problems and implement action plans. * A strong understanding of multi-disciplinary issues and commitment to multi-disciplinary working. * Experience of staff development. * Experience of business development * Able to organise own workload and support others. * Able to present and chair meetings with multidisciplinary backgrounds. | * Ability to project manage. |
| Other Factors | * A commitment to promoting equality and diversity in the workplace and in service delivery and development. * Able to work autonomously or as part of a team. * Fit to undertake the duties of the post. * Ability to be flexible with regard to working hours |  |

**Additional Information**

**Appraisal**

Care UK operates a system of individual performance review/appraisal for the purpose of agreeing performance objectives and discussing development needs in line with requirements of service need in the operational plan.

**Clinical Governance**

To have responsibility for a commitment to maintaining a high quality service to patients by continual development of practice in the light of research evidence and by audit, based against clinical relevant standards.

**Code of Conduct for Professional Group**

All members of staff are required to work in accordance with their professional group’s code of conduct (e.g. NMC, GMC, HPC). This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

**Confidentiality**

The post holder 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 post holder must not at any time use personal data held by Care UK 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 Care UK, unless expressly authorised to do so by Care UK.  Further guidance on confidentiality is contained within Care UK Information Security Management System (ISMS).

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Conflict of Interests**

You may not without the consent of Care UK engage in any outside employment and in accordance with Care UK 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 Care UK. Interests that might appear to be in conflict should also be declared.

**Criminal Records Bureau**

It is a requirement of this position that a Criminal Records Bureau disclosure at the enhanced level is undertaken.

**Education and Training**

Personal continuing professional development is encouraged and an annual appraisal system is in place to discuss CPD and ongoing objectives.

**Equal Opportunities**

The post holder is required at all times to carry out responsibilities with due regard to Care UK Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with Care UK.

**Health and Safety**

As an employee of Care UK, the postholder has a duty under the Health and Safety at Work Act 1974, to:-

Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work. In addition, to co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Philosophy of Care**

We aim to provide a safe and clinically sound environment, where the immediate and urgent need of individuals using the centre is recognised and suitably skilled staff are available to see and treat the users of this service. To ensure that we meet the needs and expectations of the patient we provide a culture of continuing learning and development.

**Risk Management**

All members of 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.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

**Name of Postholder: ……………………………………**

**Signature: …………………………………...**

**Date: …………………………………...**