

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Support Manager
Reports to	Associate Director of Pharmacy
Band	Band 6
Department/Directorate	Pharmacy

JOB PURPOSE

The post holder will provide business support to a directorate and will manage specific projects within a site or section of the organisation. The post holder will have responsibility for developing, implementing and monitoring business plans and will monitor progress to support performance improvement.

The post holders' duties may also include financial and personnel administration, overseeing maintenance of building(s) and dealing with clients/visitors.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The senior administration manager will be based in the Pharmacy and will provide business support to the Pharmacy department.

The post holder will fulfil all administration tasks and work as part of a team and will have day to day supervision responsibility of staff in lower bands.

To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate, as directed by the line manager and may, on occasion, be required to deputise for the line manager.

KEY WORKING RELATIONSHIPS

Responsible for line management of the Pharmacy Secretary.

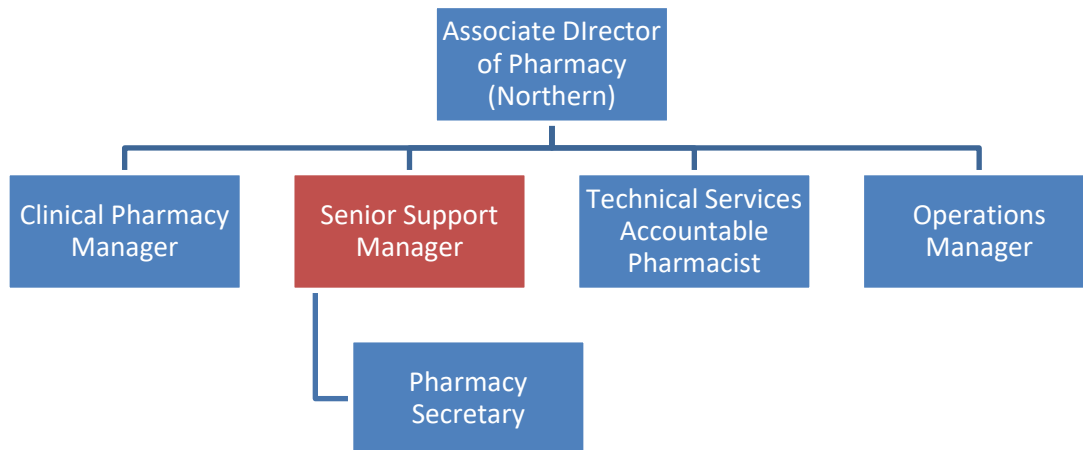
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Associate Director of Pharmacy (Northern) • Chief Pharmacist and members of senior pharmacy team across Northern and Eastern services • Pharmacy Team • Recruitment • HR • Marketing • IT • Care Group colleagues • EPIC Team 	<ul style="list-style-type: none"> • Devon ICS • Devon ICB • Other healthcare organisations (e.g. Devon Partnership Trust, acute hospitals, Hospiscare) • Community Pharmacy • Primary Care Networks • NHS England

- Clinical Service Managers
- Consultants and other members of the medical team
- Patients and their relatives
- Senior Nursing staff and other ward staff
- Management accountants
- Estates and facilities team

ORGANISATIONAL CHART



FREEDOM TO ACT

Be the specialist lead on specific projects, with autonomy to work within broad organisational policies. Take responsibility for managing projects, progressing actions, managing action plans and meetings without direct supervision.

Ability to work on own initiative and organise own workload without supervision working to tight and often changing timescales

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. The post holder will persuade project boards and staff of the importance of the business plan/project, negotiate with other agencies to achieve project delivery and ensure agreed targets are met. Communicate through the organisation of working groups, focus groups, marketing campaigns and other methods as appropriate.

The post holder will be required to make formal presentations to large groups regarding the project/ area of business, acting as the central point of contact.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.

Analysing facts or situations to make decisions regarding the area of business/project.

In the absence of the line manager, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

PLANNING/ORGANISATIONAL SKILLS

Manages a broad range of complex activities and project/business plans to ensure delivery, which will sometimes require the adjustments of plans to meet targets.

Maintain processes to ensure project management documentation, reports and plans are relevant, accurate and complete.

Track and report on project portfolio performance including progress and risks reporting across both projects providing a real-time, comprehensive, and prioritised view of all projects.

Support delivery against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines by monitoring against KPIs.

Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. Contact with patients is incidental.

POLICY/SERVICE DEVELOPMENT

Develops policies and procedures in relation to the directorate/project and oversees their practical implementation. This includes implementing or proposing changes which may impact beyond own area of activity.

FINANCIAL/PHYSICAL RESOURCES

Responsible for monitoring a delegated budget i.e. authorised signatory for travel/project expenses

HUMAN RESOURCES

Demonstrates activities to new starters, including providing training on the area of work to others. The post holder will be responsible for the day to day supervision of a team of staff, duties may include recruitment, monitoring sickness absence etc.

Responsible for day to day management of the Pharmacy Secretary

Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

INFORMATION RESOURCES

Manages, maintains and develops directorate information systems, uses a range of IT programmes to regularly create reports and business/project plans.

RESEARCH AND DEVELOPMENT

Comply with Trust's requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.

PHYSICAL EFFORT

There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time.

There may be a requirement for light physical effort e.g. using projector/equipment in project meetings/presentations.

MENTAL EFFORT

There is an occasional requirement for prolonged concentration for checking documents, writing reports and protocols, analysing statistics, and may have frequent interruptions on project issues.

EMOTIONAL EFFORT

Exposure to distressing or emotional circumstance is rare, however the post holder may have difficulty with staff/public/patients in delivering the project objectives.

WORKING CONDITIONS

Office conditions may use a VDU more or less continuously on most days.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively

promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Support Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Relevant degree or equivalent experience	E	
Prince 2 Project Management Qualification or equivalent experience to post graduate level	E	
KNOWLEDGE/SKILLS		
Experience of organising and arranging events, workshops, conferences or meetings.	E	
Experience of taking responsibility for a discrete area of work.	E	
Personally competent to a high standard in office software (e.g. MS Word, MS Excel, MS PowerPoint, and MS Access), e-mail, internet browser, and scheduling.	E	
Good analytical and clear report writing skills	E	
Ability to understand and create databases, design, manage develop and maintain	E	
Budget management	D	
Excellent written and verbal communication and presentation skills	E	
Effective interpersonal and influencing skills	E	
EXPERIENCE		
Experience in project management, ideally within the NHS, to post graduate diploma level	E	
Supervision and the development of staff	D	
Operational managing of a service on a day to day basis	D	
Managing a change process	D	
PERSONAL ATTRIBUTES		
Excellent interpersonal skills with the ability to communicate well with others, both written and verbal.	E	
Able to work on own initiative, with good organisational skills and attention to detail.	E	

Independent thinker with demonstrated good judgement, problem-solving and analytical skills, who is able to work as a team member and respond to unexpected demands.	E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m ³)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s ²)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	Y	X			