

JOB DETAILS	
Job Title	Trust Director of Operations – (Eastern Services & Trust Wide Care Groups)
Reports to	Chief Operating Officer
Band	VSM (within AfC range)
Department	Operations
Areas of Operation	Royal Devon University Healthcare NHS Foundation Trust
Trust Size	RD&E – Large Trust (Turnover of >£1.1bn & >16,000 employees)

More Information can be found on the following link -

JOB PURPOSE

Accountable to the Chief Operating Officer (COO) for all Eastern Services operational delivery (including the RD&E) and a portfolio of Trust wide Care Groups, the Trust Director – Operations (Eastern Services & Trust wide Care Groups) leads the operational management of the RD&E site on a day to day basis to deliver safe, high quality, compassionate, effective and financially sustainable patient care in line with the Trust vision, aims and annual plan objectives.

The role provides line management and leadership to Care Group Directors within your portfolio; taking appropriate managerial action to ensure the delivery of operational service objectives and national targets.

The Trust Director is responsible for the development and implementation of the Trust’s Financial & Operational Plan alongside the organisation’s Clinical Strategy and other enabling strategies; and works closely with the Executive team and within a Trust Director Triumvirate.

The Trust Director attends and chairs internal & external meetings within the governance structure to identify and effectively manage risks and operational issues and takes the lead on complex Trust-wide programmes of change as required. The Trust Director deputises for the COO in their absence and at a range of internal and external meetings, including Board of Directors, ICB and Regional/National meetings as required.

The Trust Director leads major collaborative activities across the Devon footprint and partnerships between the respective Trusts within the ICB.

The Trust Director oversees on-call arrangements to ensure that effective leadership is in place to support the delivery of safe operational services at all times.

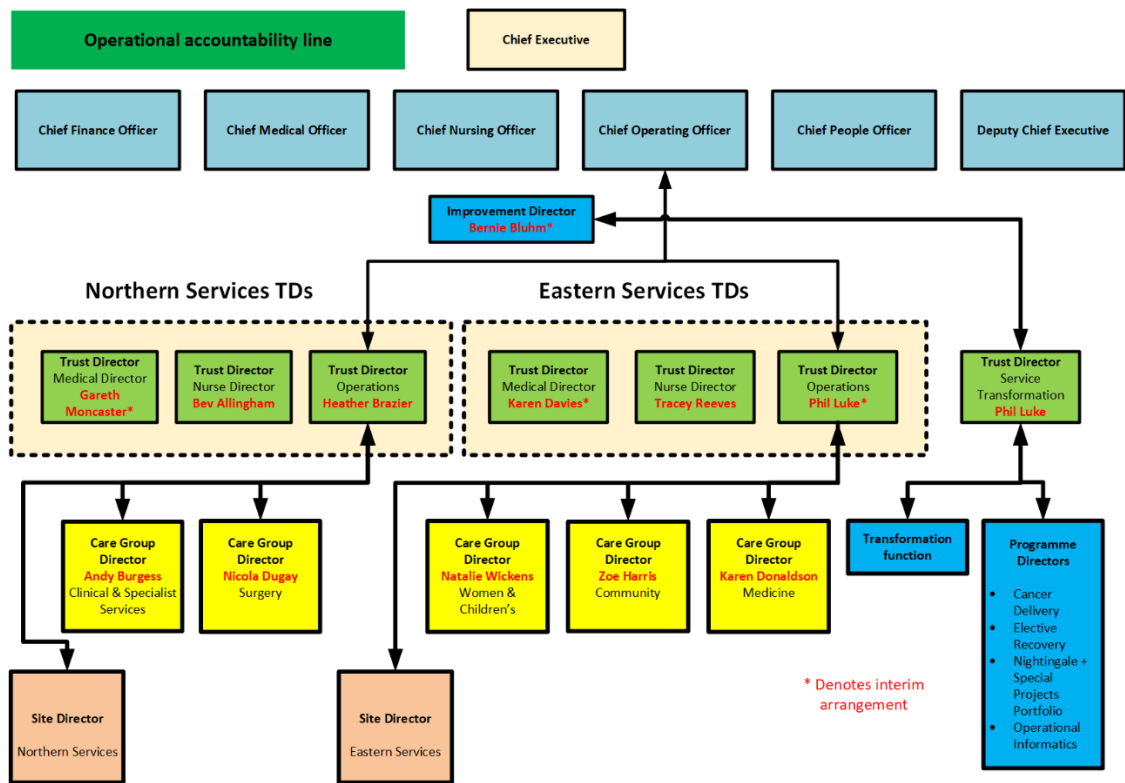
KEY WORKING RELATIONSHIPS

Internal to the Trusts	External to the Trusts
<ul style="list-style-type: none"> • Patients and families • Executive Team • Medical Staff Committee • Board of Directors • Clinical staff • Non-clinical staff • Governors • Director of People • Deputy Director of Estates and Facilities • Head of Operational Performance and Information • Trust Lead for Patient Flow • Site Management Team • Divisional Business Managers & Cluster Managers • Support & Enabling Functions 	<ul style="list-style-type: none"> • Patients • Health & Social Care Economy Partners and Stakeholders • Higher and further education partners • Membership • Third Sector partners • Regulatory bodies e.g. NMC, HCPC, CQC, NHSE/I • ICB/SW Region/NHSE

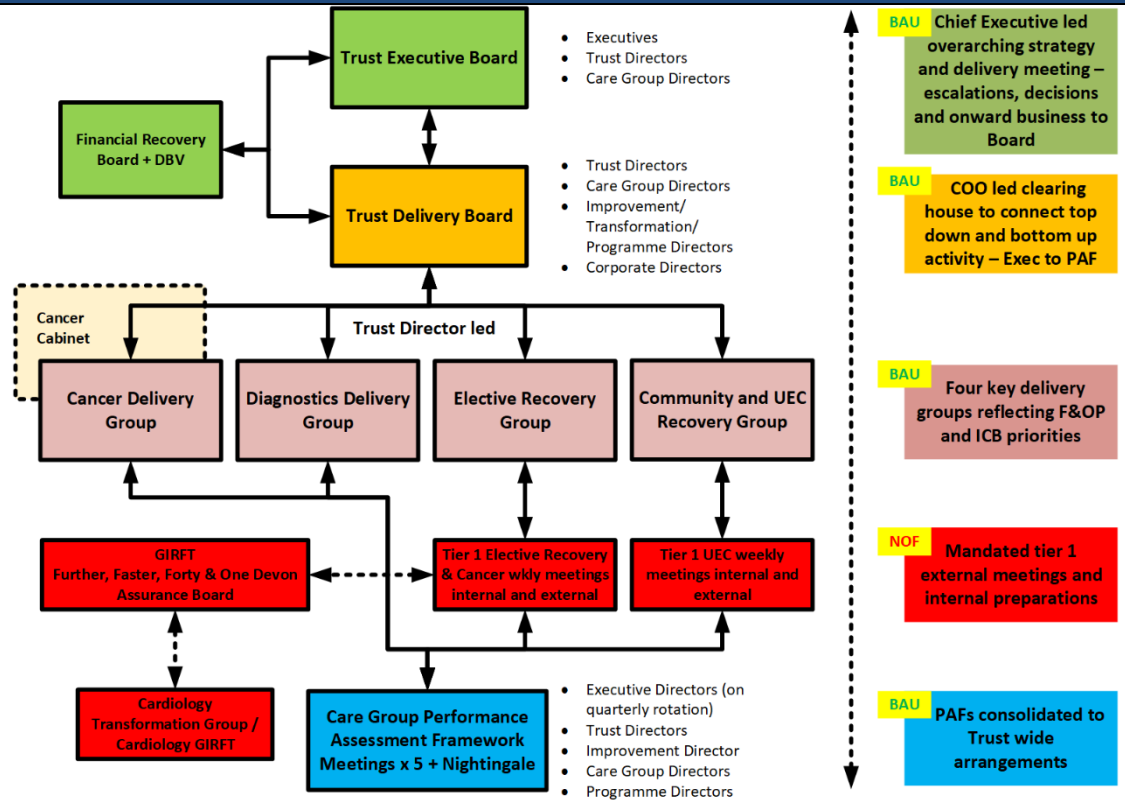
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Lead the safe and effective day to day operational management of Eastern Services and Care Groups.
- Lead the monitoring and delivery of Trust Wide services, including performance management of Care Groups and remedial action plans as necessary to ensure corporate objectives are achieved, resources are managed efficiently and all performance reporting requirements are satisfied.
- Provide line management and leadership to the Care Group Directors.
- Chair appropriate Trust-wide meetings such as the Care Group Performance Assurance Framework meetings, Delivery/Recovery Boards and other Trust level meetings as required.
- Deputise for the COO in their absence such as during periods of leave as well as at a range of internal and external meetings, including attending Board of Directors meetings and chairing system-wide meetings as required.
- Act as the deputy to the COO in their role of Emergency Officer for the Trust, delivering the Emergency Planning and Resilience (EPRR) requirements and chairing the Emergency Preparedness meetings as required.
- Work across the Trust and the wider health and social care system to co-ordinate, implement & deliver the Financial & Operational Plan and monitor through PAFs and the Board level Integrated Performance Report.
- Support the implementation of the Clinical Strategy, Strategic Staircase, Balanced Scorecard and all commitments to Financial Recovery and Delivering Best Value.
- Produce reports or presentations for the Board of Directors, communicating complex issues relating to patient safety operational matters or performance in a way which facilitates effective Board discussion and oversight.
- Ensure timely and accurate Trust performance service data is provided externally as required.
- Ensure that the Trust makes the best possible preparation for performance monitoring meetings with commissioning and regulators.
- Monitor the financial results of the Trust's operation and assess internal cost-efficiencies including achievement of CIP targets.
- Lead Trust-wide service transformation projects utilising appropriate expertise from the Project Management Office, Transformation and Programme functions, external agencies and Care Groups.
- Oversee the Trust's on-call arrangements to ensure that effective leadership is in place to support the delivery of safe operational services at all times.
- In the event of a major incident during normal working hours or when on-call undertake the role of Incident Director as required.
- In the event of a significant incident spanning a prolonged period, such as COVID-19, undertake the role of Gold Commander, as required.
- To support and enable delivery of the People plan and providing a healthy, supportive and inclusive working environment to the whole workforce. Enabling the empowerment of managers and providing an operating context where staff can speak out.

ORGANISATIONAL CHART



OPERATIONAL GOVERNANCE



OTHER RESPONSIBILITIES

- To take part in regular performance appraisal.
- To participate in the Director on Call out of hours rota
- To undertake any training required in order to maintain competency including mandatory training.
- To contribute to and work within a safe working environment.
- The post holder is expected to comply with Trusts 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 Trusts, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you.
- This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

APPLICABLE TO MANAGERS ONLY

- Ensuring that supporting employee inclusion, health and wellbeing is at the heart of management practise.
- All managers hold the responsibility of the health and safety and wellbeing of their staff.

TRUST VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

- Honesty, Openness & Integrity
- Fairness,
- Inclusion & Collaboration
- Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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 reserves the right to insist on changes to your job description after consultation with you.

We are a smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Director of Operations (Eastern Services & Trust Wide Care Groups)
BAND	Executive Director - VSM

Requirements	Essential	Desirable
KNOWLEDGE, SKILLS & EXPERIENCE		
Evidence of highly developed specialist knowledge across the full range of work processes and procedures.	✓	
Ability to communicate highly complex, highly sensitive or highly contentious information often in hostile or emotive environments where there are significant barriers to acceptance.	✓	
Ability to formulate long-term strategic plans which involve uncertainty and which may impact across the whole organisation, taking into account the overall aims and policies of the Trust.	✓	
Well-developed skills to manage, present and report on complex performance management information; adapting or designing information systems to meet defined reporting requirements.	✓	
Experience interpreting general health and social care, organisational or broad occupational policies, applying these within own area of influence and advising the organisation on how these should be interpreted.	✓	
QUALIFICATION / SPECIAL TRAINING		
Higher professional or management qualification to masters level or equivalent experience	✓	
Evidence of Continuing Professional Development	✓	
PERSONAL ATTRIBUTES		
Inspirational leadership style with credibility, respect and knowledge; and the ability to manage people well.	✓	
Collaboration and involvement with cross divisional teams/across the Trusts	✓	
Robust and resilient with the ability to deal effectively with occasional exposure to deal with traumatic incidents.	✓	
Able to manage own workload, prioritise effectively, and work to deadlines.	✓	
Ability to maintain intense concentration holding large quantities of data in mind whilst proactively engaging with operational issues as necessary.	✓	
Stakeholder relationship building – internally and externally	✓	
Truly inclusive and able to lead on embracing difference	✓	
Engaging, motivational and able to support teams recognising great performance	✓	
Followership and leadership – consistently follows through decisions made	✓	
Compassionate, honest and aligned with the Trusts values	✓	
Ownership, personal responsibility and accountability for delivering commitments	✓	
Gravitas and integrity - building confidence and assurance while thinking strategically and translating strategy into action	✓	
Commercially astute with a customer / patient focus and ambition to develop and grow the business.	✓	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Be aware of and adhere to the Trust's vision and values.	✓	
Ability to travel regularly to other locations as required.	✓	

WORKING CONDITIONS/HAZARDS	FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				
Laboratory specimens	N			
Contact with patients	Y	X		
Exposure Prone Procedures	N			
Blood/body fluids	N			
Laboratory specimens	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/m3)	N			
Noise (over 80dBA)	N			
Hand held vibration tools (=>2.5 m/s2)	N			
Other General Hazards/ Risks				
VDU use (> 1 hour daily)	Y			X
Heavy manual handling (>10kg)	Y	X		
Driving	Y		X	
Food handling	N			
Night working	Y		X	
Electrical work	N			
Physical Effort	Y	X		
Mental Effort	Y			X
Emotional Effort	Y			X
Working in isolation	Y		X	
Challenging behaviour	Y		X	