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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS**  |
| **Job Title**  | Locality Business Manager |
| **Reports to**  | Community Services Manager / Service Manager / Divisional Business Manager (dependent on role)  |
| **Band**  | 6 (Subject to formal matching) |
| **Department/Directorate**  | Community Services Division |

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| **JOB PURPOSE**  |
| This post is key to ensuring that health and social care services have a strong locality basis in East Devon and is responsible for facilitating and supporting local communities to develop partnership working arrangements to meet their local needs.The LBM is accountable for the provision of a full range of business support to hospital and community based services and/or Commissioned Services within the Community Services Division. Localities are currently: * Exeter - Central & East and South & West
* Honiton and Ottery St Mary (HOSM)
* Woodbury, Exmouth and Budleigh Salterton (WEB)
* Crediton, Moretonhampstead and Okehampton (CMO)
* Tiverton & Cullompton (T&C)
* Sidmouth, Axminster & Seaton (SAS)
* Central Services

Commissioned Services are currently:* Podiatry (has its own LBM)
* MSK (currently included within Central Services LBM responsibility)
* Chronic Fatigue Service (currently included within Exeter S&W responsibility)

The post holder is responsible for: * The operational management of various sites and infrastructure, and the development of administrative services to support and meet the on-going needs of the relevant Locality and/or Commissioned Service.
* Facilitating and supporting local communities to develop partnership working arrangements to meet their local needs
* Holding a lead role across business support services and providing leadership to facilitate organisational and Divisional initiatives.
* Project managing a number of initiatives on behalf of the senior management team in the Locality/Service/Division with reference to service strategic and local needs.
* Ensuring the fulfilment of all administration work and work as part of the management team.
* Line management/supervision for administrative staff within their areas of accountability.

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/Divisional Management and may, on occasion, be required to deputise for more senior staff including those with Band 7 responsibilities eg to cover periods of annual/short-term sickness leave. |
| **KEY WORKING RELATIONSHIPS**  |  |
| * Clinical and management teams within Community Services, designated locality and/or commissioned service and other localities/services
* Clinical Services Managers (CSM)
* Divisional Management team
* Senior Nursing staff and other ward staff
* All members of the multi-professional clinical teams
* Consultants and other members of the medical teams
* Patients and their relatives/carers
* GPs
* Other Locality Business Managers and Administrative and secretarial staff/PA’s across the Division
* Administration and secretarial teams across the Trust
* Health Records & IM&T Departments
* Central Support Team
* Management accountants
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| **ORGANISATIONAL CHART**  |
| Indicative organisational chart; there are specific organisational charts for each Locality and/or Commissioned Service**COMMUNITY SERVICES MANAGER/****HEAD OF SERVICE/DIVISIONAL BUSINESS MANAGER****LOCALITY** **BUSINES MANAGER**

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| **Hospital Administrative Team(s)** | **Community Administrative Team(s)** | **Co-ordinator Team(s)** |

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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**  |
| * Personal accountability for the overall operational management of administrative and business services, facilities and building management
* Leadership of administrative staff to foster a positive, supportive culture conducive to the effective delivery of administrative services
* Development and maintenance of robust and effective line management arrangements for the administrative workforce
* Effective liaison and co-operation with managers in other areas to ensure administrative services across the Division and the Trust are consistently aligned
* Ensure that administrative services are aligned to all relevant Trust policies including HR, health and safety and all relevant employment legislation
* Support the day to day management of agreed policies and protocols in relation to patient access
* Ensure that day to day system access issues can be resolved in an effective and timely manner
* Ensure that performance related information is accurate, relevant and validated as appropriate
* Support the Service and wider Division to meet all relevant performance indicators
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Make and receive telephone calls both external and internal according to Trust standards
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the Trust’s Best Practice guidance
* Provide excellent customer care, in a calm and professional manner – some situations may be challenging
* Organise and/or support team meetings through effective communication
* Communicate information, some of which may be complicated to all levels of staff, H&SC Teams, League of friends and public, using negotiation, empathy, reassurance and training skills to ensure the message is fully understood.
* Communicate with the Press as directed by the Communications Team on a range of local matters.

The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the Trust’s standards of customer care. The post holder will co-ordinate and manage the administration function of seminars and complex meetings, organising venues in order to provide a cost-effective event.The post holder will plan and coordinate student placement programmes and will induct students and new staff, both administrative and clinical, on Service protocols and health and safety matters.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:* Deal with and manage complex facts and situations which require interpretation prioritise all incoming and outgoing communications, initiating responses where appropriate
* Be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by themselves or other appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions
* Make judgements on what is less complex and delegate these issues to appropriate staff
* Demonstrate at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will:* Be expected to plan and organise a number of programmes of work such as meetings and training days, internal and external, plan workshops.
* Be expected organise and plan, or support the planning, of the workload, diary and commitments of the line/senior manager or Head of Service.
* Schedule formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives. Manage rapidly changing priorities and multi task, delegating work where appropriate.
* Take a lead role within Business Support functions (eg Continuing Care, Single Assessment Process, I.T. development, Health & Safety etc.)
* Be the local contact for complaints received in the locality/Service. Instigate investigation. Co-ordinate, monitor and respond to complaints within the Trust and DCC frameworks to ensure targets are achieved. Deal with complaints either face to face, verbally or in writing as required.
* Ensure patient information/leaflets are kept up to date and distributed to relevant areas.
* Locality lead for access to Health Records.
* Locality lead for Freedom of Information requests.
* Co-ordinate and put in place investigations into accidents, incidents and legal claims and deal with matters arising. This will include liaising with Solicitors and Insurance companies. Maintain accurate records and use relevant data bases, producing reports, and supporting any arising organisational learning.
* Ensure all Medical Device Alerts, hazard and safety notices are disseminated to relevant Heads of Departments, GP Practices, Dentists and Social Service leads and appropriate audit trails maintained.
* Be responsible for ensuring effective liaison with the Estates Department, including regular meetings. Locality lead for both minor and major capital schemes, including administrative input for capital and revenue spend and general maintenance and repairs, within the Trust Financial Procedures. Locality lead for contacting relevant contractors to ensure that work is carried out or quotes obtained.
* Make appropriate local judgements and take actions regarding Estates work.
* Plan, organise and chair, for up to 1 year ahead, local Clinical Governance meetings, Head of Department meetings and staff meetings as required within own area of responsibility.
* Coordinate investigations into clinical incidents related to administrative issues and develop action plans arising from those investigations
* Ensure that appropriate risk assessments are undertaken and acted upon for administrative services within the locality/Service
* Be the local expert for the Service in matters relating to information governance.
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| **PHYSICAL SKILLS**  |
| Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally. |
| **PATIENT/CLIENT CARE**  |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will provide non clinical advice to patients, clients as required.  |
| **POLICY/SERVICE DEVELOPMENT**  |
| The post holder will * Ensure the development of excellent business support services within Locality and/or Commissioned Service(s)
* Identify process improvements and develop projects and assignments to respond to organisational policy changes and initiatives more effectively.
* Implement policy for own work area.
* Be first locality contact to ensure appropriate dissemination of policies and procedures to all departments in the locality/Service.
* Be responsible for ensuring policy folders are maintained and kept up to date.
* Contribute to and propose policy changes.
* Compose local operational guidance to implement Trust policy
* Take a lead role in the facilitation, co-ordination and support of locality focused partnership working, building a culture of cross locality partnership working
* Participate in service development and implementation in co-operation with senior managers as appropriate
* Further the integration of services for the benefit of patients / service users
* Undertake on-going review and development of the administrative service to best meet the needs of patients with reference to the Trust’s strategic direction
* Lead on administrative change across diverse systems
* Plan and execute service development projects with complex issues and multiple interdependencies
* Anticipate potential issues arising from service development and take appropriate action to mitigate them
* Devise new ways of working, including the initiation and development of Standard Operating Procedures for the Service
* Support effective workforce planning to ensure the Service has an administrative workforce aligned to its strategic objectives
* Undertake effective engagement with stakeholders during the development and implementation of specific projects
* Contribute to the NHS service improvement/modernisation agenda i.e. service redesign
* Lead on developing processes within the Service to meet the demands of growth
* Participate in Team, Service and Directorate meetings
* Have day to day operational responsibility for waiting list staff and new services.
* Ensure a close relationship and an appropriate level of awareness are maintained with the manager for waiting list and choice to ensure targets are consistently achieved.
* Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| The post holder will:* Be responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties
* Be responsible for non-pay budget ordering and maintaining office and clinical equipment for the departments under their responsibility, and effectively report any issues that may arise
* Be accountable for the effective management of devolved budgets within their areas of responsibility; signatory for change of circumstances, emergency pay requests, timesheets and travel expense forms.
* Ensure continuous delivery of value for money and Cost Improvement Program as required by the Trust
* Ensure robust mechanisms for the timely and cost effective procurement of equipment and consumables for their areas of responsibility
* Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the locality/Service
* Budget holder for A&C budget within the locality/Service
* Provide appropriate support to senior managers to enable them to manage and monitor budgets effectively
* Ensure that financial procedures and regulations are adhered to
* Ensure that effective health and safety, security and fire safety arrangements are in place and regularly monitored, with changes identified and implemented.
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| **HUMAN RESOURCES**  |
| * Direct line management of administrative staff
* Ensure that all PDRs (appraisals), return to work (sickness) interviews, statutory and mandatory training are completed by all staff within own area of responsibility and support this with other areas in the locality, to meet the Trust’s defined timelines, and that this information is accurately recorded on the Trust’s system (ESR) in a timely manner
* Coach and mentor administrative staff in all aspects of performance management including sickness, conduct and capability management
* Support administrative staff in resolving complex or contentious issues including performance management of staff through to final disciplinary/capability hearings and the performance management of staff with protected characteristics
* Drive down percentage of sickness absence, performance and capability costs and cases within administrative and clerical team
* Provide an effective link between administrative staff and senior Division and Trust management, cascading information as appropriate and briefing senior management on relevant issues.
* Creation, development and control of performance reports relating to administrative services
* Act as a first point of contact for locality staff re queries and concerns, and work in partnership with HR services to ensure the provision of a comprehensive personnel service for the localities for all disciplines that meets Trust and DCC policies and procedures as appropriate
* Plan, organise and carry out staff away days.
* Take lead responsibility for ensuring that information is appropriately disseminated across and within locality and/or services
* Take lead responsibility for co-ordinating, supporting and attending meetings with Hospital League of Friends, Health and Care Teams, General Public and staff regarding Trust strategic objectives/targets eg. Community Services Development Plan, Project Blue Sky, League of Friends AGMs etc.
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| **INFORMATION RESOURCES**  |
| * Responsible for sourcing and gathering information to produce reports, briefings for meetings, taking formal minutes and distributing them as appropriate, ensuring that any actions are followed.
* Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.
* Maintain effective office systems including operating an effective bring forward system and ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.
* Use multiple computer systems as required within the department eg MyCare, PAS, NHS e-referrals, ESR
* Be a super user for MyCare and other clinical systems as required
* Ensure accurate and up-to-date patient details are maintained on all patient information systems in line with Trust Information Governance policy
* Maintain health records and patient files in line with Trust Health Records Policy
* Ensure health records are managed to provide an effective and responsive service which meets accreditation, controls assurance and other standards
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| **RESEARCH AND DEVELOPMENT**  |
| * Comply with Trust’s requirements and undertake surveys as necessary to own work.
* Promote, encourage and participate in research, development and audit to enhance service quality
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| **FREEDOM TO ACT**  |
| The post holder will:* Be responsible for the overall building services and administrative services functions within a defined area of the Division
* Be responsible for health and safety management within their area of responsibility, make judgements on health and safety at office and clinic locations and undertake risk assessments on environments and processes
* Where required have Financial approval of invoices up to £5000 with delegated authority
* Have a joint role assisting, on rotation, senior staff and band 7’s in deputising when senior managers are out of office, unavailable or on leave, leading on administrative matters as appropriate with delegated authority

• Works autonomously within the locality/Service business support function. |
| **OTHER RESPONSIBILITIES**  |
| 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.Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.There is a frequent requirement for concentration for activities such as typing complex documents. Unpredictable work pattern with frequent interruptions. Limited exposure to distressing or emotional circumstances. The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed.Uses display screen equipment for substantial proportion of the day.High level of independence and autonomy required to deliver specific area of work. The post holder will operate within Trust policies and procedures, using own initiative and seeking advice from line or senior management as required. * To take part in regular performance appraisal
* To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
* To contribute to and work within a safe working environment
* The post holder is 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.
* The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.
* The post holder will be expected to carry out any other duties as required, commensurate with their pay band
* The post holder will understand the limitations of the role and how to access support
* Any other specific requirements to support Community Services in achieving its quality and financial performance targets, as directed by the Head of Service or the Divisional Director.
* Combination of sitting, standing and walking.
* Drives to meetings/training events around East Devon and surrounding areas.
* Long periods of concentration and use of computer
* Management and prioritisation of high level, complex tasks with tight deadlines and exacting performance targets
* Making and sustaining relationships at all levels
* Constant interruptions ie. Staff issues, Estates issues and patient issues.
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| **APPLICABLE TO MANAGERS ONLY** |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.All managers hold the responsibility of the health and safety and wellbeing of their staff. |
| **THE TRUST- VISION AND 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 & IntegrityFairness,Inclusion & CollaborationRespect & DignityWe 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 reserve the right to insist on changes to your job description after consultation with you.The RD&E is a totally 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. |

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| **POST**  | Locality Business Manager |
| **BAND**  | 6 (Subject to Formal Matching) |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Educated to degree level or equivalent significant demonstrable NHS or Social Care experience in administration at a managerial/supervisory level.
* Management qualification eg NVQ level 4 or equivalent demonstrable experience
* Evidence of continuing professional development
* IOSH certificate – Healthcare: risk and safety management (training will be provided)
* Project management qualification or equivalent demonstrable experience
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| **KNOWLEDGE/SKILLS*** Understanding of the NHS and/or Social Services, their infrastructure and partner health and care organisations
* Proven track record of effective staff and resource management
* Excellent working knowledge of Microsoft Word, PowerPoint, Excel, Outlook and Access etc
* Excellent leadership skills, including team management and team building skills, including the ability to recognise and build on the strengths and capabilities of individuals and team
* Track record of engaging with others and sustaining relationships with stakeholders such as patients/service users, voluntary and independent sector etc.
* Strong interpersonal skills
* Excellent written and verbal communications skills
* Sound presentational skills
* Demonstrable ability to:
* Lead and empower staff to be actively involved in service planning and delivery
* Prioritise and manage a diverse and challenging workload
* Translate strategy into action
* Build purposeful relationships that motivate and inspire staff to develop and provide excellent services
* Make decisions and delegate responsibility appropriately
* Problem solve and continuously strive to improve
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| **EXPERIENCE** * Significant demonstrable successful administrative managerial experience
* Understanding of the NHS and/or Social Services, their infrastructure and of partner health and care organisations
* Proven track record of effective staff and resource management
* Experience of successful change management
* Experience of managing clinical risk and health and safety
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| **PERSONAL ATTRIBUTES** * Diplomatic, good listener with supportive and facilitative approach
* Confident and credible
* Energy, enthusiasm and drive
* Clear thinking, articulate and able to negotiate, facilitate and influence
* Innovative and inspirational, a good motivator
* Self-awareness, self-starter, ability to remain focused, organised and self-disciplined
* Even tempered and able to resolve conflict
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| **OTHER REQUIRMENTS**  * Ability to travel to other locations as required with reasonable adjustments in accordance with the Equalities Act 2010
* The post holder will be expected to carry out any other duties as required, commensurate with their pay band
* The post holder will understand the limitations of the role and how to access support
* Any other specific requirements to support Community Services in achieving its quality and financial performance targets, as directed by the Head of Service, Community Services Manger or the Divisional Director.
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  |  |  | Y |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | Y |  |  |
| Mental Effort  | Y |  |  | Y |  |
| Emotional Effort  | Y |  |  | Y |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | Y |  |