

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Operations Manager
Reports to	Care Group General Manager or Head of Service (Care Group Dependent)
Band	Band 8a
Department/Directorate	Operations

JOB PURPOSE

The Senior Operations Manager is intended to provide leadership in order to ensure high standards of service management and consistent, optimal performance across a defined range of services within the wider Care Group. This includes operational performance, finance, workforce, safety and quality, service development and transformation.

The post holder will provide strong operational leadership within their area of responsibility to ensure transformative, effective, and efficient delivery of cross site services. The Senior Operations Manager will have input into the development and implementation of the Care Group plan which will maintain patient care to the highest levels of safety and effectiveness; ensure efficient and equitable use of resources; promote a culture that is progressive and inclusive; meet the objectives contained within the Trust priorities and operational plan.

The post holder will be responsible for ensuring the delivery, and reporting, of patient access targets; a range of key performance indicators covering – but not limited to - urgent and emergency care, elective care including referral to treatment times, cancer & diagnostic waiting times; financial performance and Delivering Best Value within the services managed.

The post holder may be required to deputise for the Care Group General Manager/Head of Service, representing services within their domain at internal and external meetings.

The post holder will participate in the designated on-call rota (depending on experience and following a suitable period of training), taking overall responsibility for the site out of hours including at major incident status.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Responsible, for the effective day to day running, and performance, of complex services and specialties.
- Within the services managed be accountable for the delivery of patient access targets and ensuring Trust systems & processes are adhered to – reporting variance and appropriate remedial actions at relevant performance meetings and escalating issues appropriately within the Care Group
- Accountable for specialty and service operational performance delivering key performance indicators including safe and effective patient care; robust clinical governance; patient safety and clinical quality; sustainability and operational targets contributing to Trust continued improved performance.
- Lead, and report on, the operational performance within the services managed. Working with colleagues in corporate and financial teams to ensure data availability, improved coding and data accuracy and effective reporting.
- Prepare performance reports for the services managed that feed into the Care Group Performance Assessment Framework (PAF) meetings, ensuring any actions arising are followed up and reported on within agreed timeframes alongside the Heads of Service and Care Group General Managers
- Ensure accurate reporting of national & local targets that are pertinent to the specialties & services managed, preparing routine and ad-hoc reports on behalf of the Head of Service for internal purposes and external agencies.
- Lead services in instigating transformation change, in line with patient needs, national agenda requirements and funding opportunities
- Develop services to offer optimal support to patients and staff, in line with the Trust's corporate strategy
- Lead on the management of Service Level Agreements between the speciality and other internal and external departments

- Work with Epic, Business Intelligence and other appropriate parties to develop the system and reporting functionality to enable the system to accurately capture activity to provide accurate and informative reporting on operational performance
- Ensure services analyse & triangulate available information to improve systems & processes, where appropriate identifying areas that require transformational change.
- Within services managed ensure the delivery of Care Group commissioned activity levels, financial performance and DBV targets.
- Be the responsible budget holder for a specified group of services within the Care Group.
- Support service & speciality Governance – clinical and non-clinical – activities to ensure they are embedded and that all staff understand their responsibilities for service quality and patient safety.
- Participate on the designated on-call rota.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

- To lead and work with staff – clinical and non-clinical - of all levels, more particularly those within the services managed, on a day to day basis.
- To develop and maintain effective communication and engagement with other staff within and out with the Care Group, corporate teams and their staff to ensure a co-ordinated approach to cross site service development, transformation and delivery.
- To work closely with corporate service departments, including Finance, Business Intelligence, Digital Services and People to ensure accurate reporting of service performance and that remedial action is taken to improve performance where necessary.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Chief Operating Officer • Trust Directors of Operations • Trust Medical Directors • Trust Directors of Nursing • Care Group Director(s) • Care Group Associate Director(s) • Care Group Medical Director(s) • Care Group Associate Director(s) of Nursing & AHPs • Care Group General Managers • Heads of Services • Service Leads (Clinical & Non-Clinical) • Own & other services, units, wards & teams • Multidisciplinary teams • Executive Directors • Corporate Teams 	<ul style="list-style-type: none"> • CQC • Commissioners/ICS • Primary Care Teams • Other Trusts in local economy • NHS England • Patients & relatives • Local authority • District Authorities • Public & Patient Involvement Fora • Social Care Providers • National Representative Bodies • Public & Patient Engagement Groups • Voluntary organisations

ORGANISATIONAL CHART*

Medicine, Surgery & WCH Care Groups



Community & CSS Care Groups



*Example of structures. Exact structures will be dependent on service

FREEDOM TO ACT

- The Senior Operations Manager has authority to take autonomous decisions within their Scheme of Delegation and Trust policy - in the areas that affect the operational working, and improvement, of services within the domain managed.
- Outside of delegated authority, or Trust Policy, authorisation will be sought from the Care Group Senior Leadership Team or via the designated/appropriate governance route.
- The Senior Operations Manager will communicate national and local health service policy & strategy, supporting the setting of goals and standards for services within the domain managed.
- Work with the Care Group Senior Leadership Team to ensure legislation is appropriately implemented within the services managed.
- Support and facilitate the introduction of cross site best practice working
- As a member of the designated on-call rota the postholder has authority to take decisions – within delegated limits – on the use of operational, financial and human (staffing) resources out of hours.
- As part of the incident response team act within the incident command structure as designated (Silver) tactical incident manager, responsible for managing the incident.
- Represent the Trust and its services within external forums such as open day events, regional meetings, and external presentations.

COMMUNICATION/RELATIONSHIP SKILLS

- Receive highly complex and sensitive information with respect to services managed.
- Communicate and work, at a senior level, with other Senior Operations Managers, Heads of Service, Care Group General Managers, Care Group Associate Directors, Care Group Directors and Corporate leads as well as with clinical and administrative colleagues within their designated services.
- Produce and present highly complex information in a manner that is applicable, and in an understandable format, to all levels & disciplines within services managed.
- Develop effective partnerships with other Care Group Senior Operations Managers, Clinical and Corporate teams and stakeholders.
- Develop and encourage an open, engaged & performance driven culture within the services managed.
- Ensure mechanisms are in place that facilitate open discussion leading to sound, co-ordinated management of services & operational areas within the Care Group.
- Motivate and engage staff in delivering positive change for services, sharing ideas and best practice wherever possible, and engaging to improve culture
- Convey contentious information where there are barriers to acceptance that the postholder will need to overcome. This may be in a challenging environment, and will require a high level of interpersonal skills and emotional intelligence.

- Negotiate, influence, persuade and reconcile conflicting views in a challenging environment in a manner that ensures credibility and fosters effective & lasting relationships with colleagues, staff, service users and other stakeholders.
- Support the development of clinical leadership and all staff engagement within and across Care Groups.
- Work with local agencies in order to support improvements in service provision and best practice within the speciality(ies)/service(s) managed.

ANALYTICAL/JUDGEMENTAL SKILLS

- Daily analysis, interpretation and triangulation of complex information (verbal or written), including comparison of options, to inform service decision making in relation to use of resources or impact on patient safety & quality of care provision.
- Manage, and report, on operational performance within the services managed. Working with colleagues in corporate teams to ensure data availability, improved data accuracy and effective reporting.
- Prepare and present business plans and recommend options for improvement.
- Prepare service performance reports for Care Group Performance Assessment Framework (PAF) meetings, ensuring any actions arising are followed up and reported on within agreed timeframes.
- Ensure accurate reporting of national & local targets that are pertinent to the services managed, preparing routine and ad-hoc reports on behalf of the Care Group for internal purposes and external agencies.
- Ensure services analyse & triangulate available information to improve systems & processes, where appropriate identifying areas that require transformational change.

PLANNING/ORGANISATIONAL SKILLS

- Create and contribute to the development of long-term strategic plans at service level for the Care Group - with input from clinical and non-clinical staff - within an environment that is uncertain and subject to frequent national & local policy change, having impact across the whole organisation.
- Support the development and delivery of the Care Group strategy ensuring the Trust vision, strategy and values are realised.
- Ensure the services managed to comply with the prescribed business planning process, delivering on-going service development and the Trust strategy and priorities.
- Working with Care Group & corporate teams, translate the Trust strategy and corporate objectives into action plans and budgets as part of the planning process.
- Responsible for ensuring the services managed meet the timelines for production of PAF reports and delivery of actions arising from PAF & other Trust performance meetings.
- Support the development of seasonal and ad hoc planning adjustments to support the Trust plan, whole system working and smooth operational delivery across the period.
- Working with the Care Group Senior Leadership Team to ensure the services managed have robust, and tested, Business Continuity Plans that comply with national requirements and that take into account the needs of the organisation and its staff.
- Deliver outputs within agreed time frames.

PATIENT/CLIENT CARE

- The Senior Operations Manager will work with patients, the relevant corporate team, clinicians and governance teams to ensure services act on feedback from patients, carers and service users regardless of the source of the feedback.
- Regular interaction with patients is to be expected to support operational effectiveness and problem solving, this could include providing non-clinical advice, information or guidance.

POLICY/SERVICE DEVELOPMENT

- Support the development of a culture within the Care Group where safety, quality and excellence are consistently embedded .
- Responsible for the implementation of national and Trust policy across the service.
- Ensure services managed use best practice and benchmarking – such as Model Hospital and GIRFT – to identify areas to improve quality of care and operational efficiency. Monitor action plans arising from service improvements ensuring targets are achieved.
- Ensure services are able to access local & corporate resources and facilities to plan future evidence-based service developments and implementation of change.
- Lead the development of business cases for service developments, ensuring pertinent and accurate data are included, prior to presentation at Care Group Board, Trust Delivery Board(s) and Trust Delivery Group (TDG).
- Communicate changes to national policy(ies) to staff within the services managed.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for the achievement of performance targets, leading through a culture of openness & transparency, ensuring that patients interests are at the heart of service delivery.
- Ensure the highest level of clinical engagement and involvement in the development, delivery and performance of clinical services.
- Working with corporate teams ensure there is a comprehensive data set and report available to the Care Group Performance Assessment Framework (PAF) meeting and that any action plans arising are implemented and reported against at future meetings.
- Accountable budget holder for a specified group of services within the Care Group.
- Working with the Head of Service and Care Group General Managers to ensure services managed remain within allocated budget and deliver DBV targets, agreeing & delivering remedial action plans where required.
- Operate within the Trust's Standing Orders, Standing Financial Instructions and Scheme of Delegation (delegated authority limit).

HUMAN RESOURCES

- Responsible for staff within a specified group of services.
- Line management of varied staff groups, ranging from senior clinical staff to more junior staff members across all staff groups.
- Provide clear and inclusive leadership, ensuring that staff are managed in accordance with Trust policy demonstrating the ability to lead a large team with compassion, ensuring staff are treated equitably as well as working to ensure services close the health equity gap across patient groups and the local population.
- Foster a coaching approach within the services managed, to ensure they are run effectively and efficiently.
- Identify and nurture leadership potential and talent; supporting staff to participate in Trust/national talent management programmes.
- Provide support, through objective setting, appraisal and the agreement of personal development plans to all direct reports.
- Undertake performance & disciplinary investigations & meetings in accordance with Trust Policy(/ies).
- Develop high performing teams within the speciality(/ies) and service(s) managed, who work to key performance indicators and who are held to account for delivery.
- Challenge conventional approaches and drive forward change when needed, demonstrating a commitment to creating a learning organisation culture of continuous improvement.
- Ensure engagement in the building of relationships with internal and external stakeholders.
- Lead by example, role modelling compassionate and inclusive leadership behaviours, building connections across the Care Group and wider organisation, engender a culture that embodies the Trust's values.
- In conjunction with the relevant clinical lead(s), facilitate, update and finalise annual job planning reviews for clinicians.

INFORMATION RESOURCES

- Work with the Contracting, Clinical Coding, EPIC and BI Teams to ensure accurate data collection – modifying clinical & operational systems and processes where necessary - within the specialty(/ies) & service(s) managed which can be utilised for internal and external reporting.
- Identify areas where the EPIC system can be optimised to improve data capture and reporting, work with the EPIC team to ensure this is delivered within available resources.
- Use standard software and EPIC reporting tools to analyse operational performance.
- Direct the work of direct reports to ensure information resources are used to provide comprehensive reports to clinical & operational teams, PAF meetings and in response to internal and external requests.
- Daily use of EPIC tools – dashboards, work queues, waiting lists and reports – to analyse complex activity data ensuring service performance is in line with national targets, reporting adverse variance at Care Group & Trust wide meetings.

RESEARCH AND DEVELOPMENT

- Ensure clinical and non-clinical staff participate in Research and Development activities as appropriate.
- Ensure outcomes of R&D are adopted into clinical & operational practice.
- Ensure compliance with audits undertaken by external bodies such as Model Hospital, GiRFT, and CQC in a timely fashion
- Support service leads as required in audit processes, and potential presentation of results
- Ensure compliance with Trust Research Governance policies
- Wherever possible and appropriate, seek the involvement of service users in service planning and monitoring.

- Undertake surveys relating to service delivery and collate results into reports
- Act upon findings of internal or external audits to continuously improve the quality of the service.

PHYSICAL SKILLS

- Standard keyboard skills.
- Participate in the designated on-call rota.
- Ability to travel between multiple Trust sites.
- Use of Microsoft applications.

PHYSICAL EFFORT

- Daily use of technology including computer, laptop, iPad and mobile phone.
- Desk/chair based for the large sections of the day.

MENTAL EFFORT

- Frequent concentration, whilst undertaking data analysis; producing & reviewing reports and business cases; chairing or participating in meetings and hearings.
- Participation in face to face & MS Teams meetings on a frequent basis.
- Postholder will experience interruptions on a regular basis which may cause them to change what they are doing at the time, which they cannot quickly return to.

EMOTIONAL EFFORT

- Moderate exposure to challenging and emotional circumstances when having to impart unwelcome news, this may be as a result of complaints or incident investigation, performance or disciplinary hearings.
- Oversee investigations – clinical and non-clinical – in accordance with Trust Policy(/ies).
- When required meet with patients & carers providing feedback on their experience.
- At any time during the working day, support staff who are experiencing work-based or personal challenges.

WORKING CONDITIONS

- Regular travel between Trust sites.
- Prolonged use of computers on a daily basis.

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 yourself 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.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

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.

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.

PERSON SPECIFICATION

Job Title	Senior Operations Manager
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <p>Educated to Degree level and/or equivalent relevant professional (operational) experience.</p> <p>Master's degree, or equivalent management experience.</p> <p>Evidence of management and leadership development.</p> <p>Evidence of continued professional and personal development.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>KNOWLEDGE/SKILLS</p> <p>Evidence of experience of working in a operational/service managerial role within the NHS.</p> <p>Knowledge, and application, of performance management, risk management and governance frameworks.</p> <p>Demonstrable track record of successful change management achievements associated with business and service improvements.</p> <p>Strong analytical skills with the ability to analyse, disseminate and present complex information, written and verbal.</p> <p>Ability to prioritise conflicting agendas and maintain momentum.</p> <p>Knowledge and understanding of the context of healthcare within the South West and nationally.</p> <p>IT literate to a high standard within Microsoft products.</p> <p>Ability to articulate a clear sense of direction and developing operational plans to achieve success.</p> <p>Evidence of collaborative working with emphasis on empowerment and partnership working.</p> <p>Capable of analysing or interpreting complex facts and decide on a course of action in situations when there may be a range of expert, conflicting, opinions.</p> <p>Proven influencing and persuasion.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>EXPERIENCE</p> <p>Proven experience, and ability, in managing operational performance and delivering high quality services within a complex financial environment.</p> <p>Experience of managing resources and budgets, with a proven track record of delivering financial balance, sustainability and value for money.</p> <p>Evidence of setting, and achieving ambitious, attainable targets.</p> <p>Evidence of leading and implementing innovative solutions and complex change designed to improve quality and service within tight financial constraints.</p> <p>Evidence of implementing corporate strategies with a track record of success in delivering against national and local targets, or implementing action plans towards these.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

Broad operational managerial and leadership experience within a healthcare setting.		
Experience of improvement measurement systems and understanding of the role of measurement in performance improvement.	✓	
Experience of managing groups of staff and multi-disciplinary teams.	✓	
PERSONAL ATTRIBUTES		
Excellent organisational and time management skills.	✓	
Intellectual flexibility, including the ability to understand both operational detail and wider strategic visions and to articulate these to others.	✓	
The ability to cope with ambiguity and perform through uncertainty.	✓	
Political awareness.	✓	
The ability to build successful relationships within organisations.	✓	
Commitment to public service values.	✓	
The ability to inspire others and lead by example, including demonstrable range of leadership styles appropriate to situations.	✓	
Exemplary personal integrity and standards of conduct and behaviour.	✓	
Personal credibility, with the ability to quickly gain the confidence of others, including clinicians, managers, staff, patients, relatives and users of services.	✓	
The ability to compromise, balancing the needs of the care group with those of the Trust and wider system	✓	
High levels of personal resilience and tenacity.	✓	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Ability to travel to other locations as required.	✓	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
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)	N				
Driving	N				
Food handling	N				
Night working	Y	X		X	
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y		X		