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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Service Support Manager** |
| **Band:** | **5** |
| **Responsible To:** | **Group Manager** |
| **Accountable To:** | **Group Manager** |
| **Section/Department/Directorate:** | **Clinical Support & Specialist Services Division** |

**Job Purpose:**

To assist with providing a comprehensive business support for the Division. This will ensure the efficient and effective operation of services to meet the needs of the clinical services it supports and functions. This will include acting on behalf of service managers in their absence by making rapid and accurate assessments of urgent and/or sensitive situations that can be addressed by appropriate colleagues within the department or Trust in order to meet deadlines, to provide solutions and to avoid disruption.

The post holder will project manage a number of initiatives on behalf of the Service Managers.

The post holder will have responsibility for ensuring effective coordination of objectives for the Group and Service mangers within the Division. The post holder will have responsibility for high customer service, liaising with staff of all levels throughout the division, the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

The post holder will be responsible for their own workload which will involve robust planning and management.

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| **Context:**  The Service Support Manager will be based at North Devon District Hospital and will provide business and administration support to the Clinical Support & Specialist Services Division.  The post holder will provide administration and business support to the division including the Group Managers, Service Managers and Lead Clinicians. The role will include co-ordinating, strategic and operational meetings, multi-disciplinary meetings, maintaining information systems, the co-ordination of recruitment, management of e-roster, co-ordinating all administration for different aspects of personnel work including completing sickness reviews, as directed, up to a stage 1 and ensuring smooth implementation for new starters.  The post holder will fulfil and support all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to support other administrative work across the Division and the wider Trust as directed by the Group Manager.  Specialty Specific Information:   * To create and maintain good communications and working relationships with all colleagues. * To manage specific standalone processes autonomously taking full responsibility for planning, co-ordinating and delivering the process to meet the essential business requirements of the department. * Co-ordination of strategic and operational meetings, multi-disciplinary meetings. * To have responsibility for non-pay budget ordering and management of equipment and resources with delegated authority in the absence of through the Trust’s electronic ordering system for approved products. * Develop and maintain an organised office environment, effective filing systems both paper and electronic and other office systems to ensure records are kept up-to-date and readily assessable. * To have a broad and up to date range of knowledge of the divisional projects, operational matters, so that queries can be dealt with effectively in the absence of or on behalf of other team members. * Managed defined projects independently or elements of a project on behalf of group or service managers. * Distribute information to relevant parties as appropriate, electronically or otherwise. * Provide statistical analysis using the reporting systems and develop reporting tools, such monitoring of activity against demand. * Monitor and report any difficulties or ineffectiveness of electronic equipment and liaise with IT. * Liaise professionally with external authorities either directly or on behalf of senior members of the team. * Management of Health Roster which will include: check rosters reflect all additional work/hours and liaising with senior team members for monthly finalisation. Approve annual leave and study leave requests in line with Trust policy. Ensure new starters are incorporated into the rosters. * Observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act. * Report and collate performance report against agreed KPIs for the surgery division including for divisional performance. * Line manage the Rota Coordinator & Lead Receptionist. * Any other duties as required, which are appropriate to the grade.   he |
| |  | | --- | | **Key Working Relationships:**  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. | |
| **Organisational Chart:** |
| **Women’s and Children’s Organisational Chart**  Obs & Gynae Lead clinician  Group Manager  Women’s & Children  Paediatric Lead clinician  Service Manager  O&G  Service Manager Paediatrics and Neonates  **Service Support Manager**  Lead Medical Secretary  Medical secretaries – O&G  Medical secretaries - Paediatrics  Rota  Co-ordinator  Lead  Receptionist  **Key Result Areas/Principal Duties and Responsibilities:** |
| **Communication and Relationship Skills**  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 organisations standards of customer care.  The post holder will co-ordinate and manage the administration function of complex departmental meetings.  Communicate sensitive and complex information with staff at all levels within division and the Trust as required. This will include providing and receiving complex information and will involve the use of negotiating, persuasive and motivational skills.  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.  **Knowledge Training and Experience**  Expertise and knowledge gained through practical experience and training within NHS administration. This includes knowledge of specialist software, managerial knowledge and ongoing programmes of work. Including the monitoring capacity and escalation of issues and implementation of corrective action.  Extensive knowledge of administrative procedures associated with supporting a high quality elective care services for patients.  **Analytical and Judgement Skills**  The post holder will manage, prioritise and make decisions in regard to the responsibilities described within this job description. This will include dealing with complex issues which will require decisions to meet the requirements of the services it supports.  The post holder will manage and prioritise incoming and outgoing communications, initiating responses on behalf of the Group or Service Manager where appropriate demonstrating, at all times, a high level of discretion and confidentiality while ensuring responses to deadlines are met.  In the absence of the Service 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 surgery division or the Trust in order to meet deadlines, provide solutions and minimise disruptions.  **Planning and Organisational Skills**  The post holder will be expected to plan and organise a number of programmes of work within the division which may impact across the Trust. Including some complex related activities which require careful organisation and adjustment of plans to ensure success and to meet the needs of the service.  To organise and plan the workload, ensuring that the flow of work is prioritised in order for the Service Managers to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.  .  **Physical Skills**  Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.  To utilise Trust IT systems, specialist information systems and internal forms for use of the staff of the department to facilitate efficient and speedy working.  **Responsibility for Patient and Client Care**  The post holder is required to put the patient, as the first priority, at the centre of all activities. Supports others who provide direct care to patients.  Provides non-clinical advice to patients, clients.  **Responsibility for Policy and Service Development**  Implement policies for own work area and contributes to policy and service development as a member of the Divisional Team, as appropriate..  Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively.  **Responsibility for Financial and Physical Resources**  Responsible for ensuring that all staff have the necessary admin equipment and resources required to undertake their duties.  Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the department and effectively reporting any problems that may arise.  Responsible for approving expenditure within delegated limit with authority, in the absence of the Service Manager, to authorise expenditure up to £5,000 through the Trust’s electronic ordering system for approved products  The post holder will be an authorised signatory for timesheets, meeting expenses.  **Responsibility for Human Resources**  Support new employee integration into the department.  Undertaking monitoring of staff appraisals and training rates across the division working with line managers to meet require levels of compliance.  Maintaining accurate personnel files ensuring confidentiality.  Provide support to Service Managers to develop workforce plans, ensuring development opportunities are maximised.  **Responsibility for Information Resources**  Responsible for sourcing and gathering information to produce reports, briefings and papers for meetings, 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 ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures.  **Responsibility for Research and Development**  Comply with Trust’s requirements and undertake audits as necessary to own work to meet the requirements of a high quality patient focused service.  **Decision Making**  High level of independence and autonomy required to deliver specific area of work.  Works automatously within Trust policies and procedures using own initiative, seeks advice as necessary from group and service managers. Work is managed rather than supervised.  **Physical Effort**  Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.  **Mental Effort**  Unpredictable work pattern with frequent interruptions and continuously changing work priorities requiring a high degree of flexibility. Typing and producing complex documents and reports.  To respond to new demands identified in the role and to build those responses into sustainable systems and activities going forward, using own judgement and logics to resolve issues and making recommendations to improve working policies and practices, ensuring they are implemented.  **Emotional Effort**  Occasional distressing or emotional circumstances – staff performance issues, dissatisfied service users, dealing with complaints.  The post holder will respond to concerns and questions from a wide range of people with different needs.  Supports the Service Manager investigating patient pathways and therefore will encounter occasional exposure to distressing information.  **Working Conditions**  Uses display screen equipment for substantial proportion of the day.  Works in an environment where frequently exposed to diagnostic specimens.  Requirement to spend time in a laboratory environment and on occasion the mortuary as necessary to fulfil tasks.  To perform tasks that require frequent periods of prolonged and intense concentration, involving the use of computers, accurately recording discussion, planning and preparing documents. |

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non-smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST: Divisional Support Manager - Surgery**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS:  Significant specialist knowledge and experience of administrative/secretarial procedures and processes – acquired through training to degree level or equivalent experience | E | Application form and interview |  |  |
| KNOWLEDGE/SKILLS:  Expertise and knowledge gained through practical experience and training within the NHS  Project manage experience  Formal minute taking experience with complex agendas  Significant experience of MS office applications (including Word, Outlook, Excel and Powerpoint)  Experience of managing a team of people | D  E  E  E  D | Application  Application  Interview/Test  Application  Interview |  |  |
| SKILLS:  Excellent communication skills both written and verbal with a wide range of people  Excellent organisational skills – ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment whilst high standards are maintained  Work with a high degree of accuracy and be able to demonstrate attention to detail  Persuasive, tactful, diplomatic, empathic  Advanced keyboard skills – RSA 3 or equivalent | E  E  E  E  E | Application/Test  Interview  Application/Interview  Interview  Application/Test |  |  |
| PERSONAL QUALITIES:  Approachable, responsive, resourceful, enthusiastic and flexible approach  Self-motivated and proactive | E  E | Interview  Interview |  |  |
| OTHER REQUIREMENTS:  Willingness to undertake a wide variety of duties  Ability to travel to other sites for training, meetings etc  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | E  E  E | Interview  Interview  Interview |  |  |

\*Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment | X | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise | X |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |