Royal Devon University Healthcare
NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Operations Support Lead
Reports to	Support Services Manager
Band	Band 5
Department/Directorate	FORCE/Cancer Services

JOB PURPOSE

The Operations Support Lead is responsible for coordinating and delivering a comprehensive administrative service to support the effective operation of FORCE and the services we deliver to those affected by cancer.

The post holder will manage the operations support team staff and a range of volunteers, ensuring high standards of service delivery, efficient working practices, and a positive team environment. They will oversee day to day administrative systems and processes, maintain accurate records and data, and ensure compliance with organisational policies and procedures and reporting requirements.

Working closely with colleagues in the wider Support Services team and the FORCE team, healthcare professionals, and external partners, the Operations Support Lead will contribute to the smooth running of services, identify opportunities for service improvement, and help ensure people affected by cancer receive timely, professional, and compassionate support.

The post holder will ensure all administrative staff are managed appropriately ensuring the administrative service is appropriately resourced and the work is closely aligned to the needs of FORCE's strategic agenda and direction.

The post holder will work within a multi-disciplinary team and in partnership with any existing case holders (e.g. community nursing, social work, GPs) to ensure an integrated approach and provision of a comprehensive package of diagnostic care to meet the persons identified needs.

The post holder will demonstrate highly developed diplomatic and influencing skills. Attention to detail, excellent communication and organisational skills are key components to the position.

The post holder will ensure implementation and continual compliance with relevant Standard Operating Procedures (SOPs) and that all information is secure and confidentiality of information is maintained at all times.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

To coordinate the day-to-day administrative functions of the charity to ensure services operate efficiently and effectively, including overseeing the systems relating to the review and updating of Standard Operating Procedures (SOPs) and the mandatory training materials and records for staff and volunteers

Maintain and develop administrative systems, processes, and procedures to support service delivery, including the systems necessary to facilitate online self-booking by patients and other service users, and the annual scheduling of FORCE room space

To provide a holistic assessment of service users while on the phone with them or face to face, identifying and facilitating the provision of relevant signposting and support, and providing appropriate verbal and written advice and information for service users and relatives

Provide day-to-day line management, guidance, and support to administrative staff, and supervise role-specific volunteers in the service

Oversee the provision of operational IT support to the FORCE staff and volunteer team

Produce routine reports, statistics, and performance information as required.

- To supervise and line manage administration staff
- Undertake and audit both services providing reports and presenting these at team meetings
- Undertake complex and detailed information analysis of specific projects/reports and audits
- Tracking patients progress through the FORCE service. Escalating of any waits for appointments
- Be a key contact for patient support, bookings and advice. Ensuring that the journey of each potential cancer patient runs smoothly and is progressed in a seamless manner by arranging timely investigations and clinic appointments
- Coordinate face to face and remote (virtual) appointments
- Working from the waiting list, overseeing the booking of appointments for FORCE.
- Educate and inform other staff and colleagues of service access and availability.
- Contribute to the planning and delivery of education and training
- Rota planning, approving annual leave and managing absence to ensure adequate administration resource at all times, using appropriate Trust systems. Assisting with staffing levels and arranging NHSP shifts when necessary.
- Recording sickness/absence, managing attendance, undertaking return to work interviews and management referrals for the Administration Team.
- Use of financial systems.
- Creating an induction for any new starters
- Prioritising own workload and working to tight deadlines

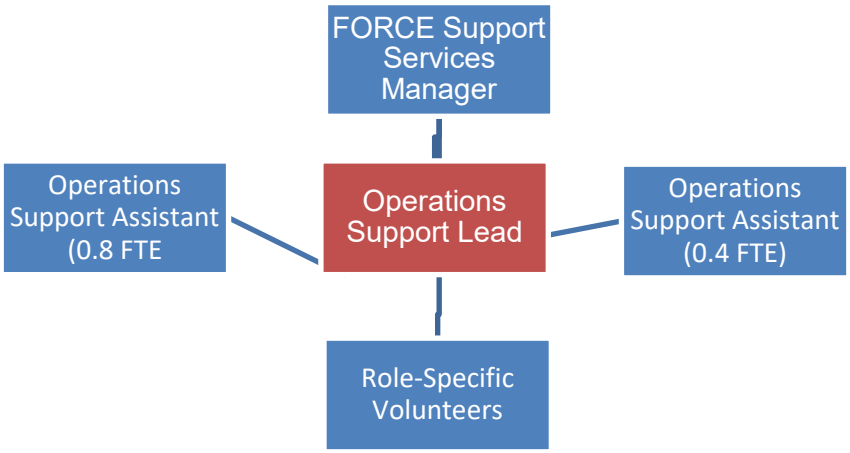
KEY WORKING RELATIONSHIPS

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 communication.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Operational Support Team • Support Services Leads • Support Services Manager • FORCE CEO • FORCE OMT (Operational Management Team) • Wider Support Services team including role-specific volunteers • Staff from the Trust and beyond looking to book rooms and facilities at FORCE • Oncology multidisciplinary teams • Volunteers	• Anyone affected by cancer who are seeking to book appointments, or who have done • Centre Visitors • External Service Providers Other health professionals and peers locally, regionally and nationally

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work is managed rather than supervised and the post holder will organise own workload on a day-to-day basis.
- If a decision is required then the post holder will use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager.

COMMUNICATION/RELATIONSHIP SKILLS

- Liaise and communicate effectively with colleagues, systems users plus internal and external contacts as required with complex queries, where there may be barriers to understanding
- Providing or receiving complex information and being able to emphasise with a person's situation or viewpoint.
- Communication and presentation of new policies/protocols and other information to staff effectively
- Ensuring that any contentious issues are handled robustly but with tact, empathy and understanding.
- Liaise by phone and face to face with service users who may be highly distressed and/or grieving, assessing their emotional and psychological needs and the correct pathway of support needed.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder is required to collate data relating to service provision, activity and performance and report to relevant managers.
- 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 FORCE and the Royal Devon in order to meet deadlines, provide solutions and minimise disruptions, and support service user experience.
- Analyses and reports audit data.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the workload, diary and commitments of the line manager. This includes the scheduling of formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives.

- The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.
- Ensure that deadlines and quality targets are achieved in relation to actions plans.
- Support implementation of strategic modernisation/service improvement, workforce or commissioning strategies and any associated action plans, in accordance with the agreed priorities of the team
- Plan and prioritise the complex work schedule needed for the operations support team to be able to receive, process and deliver on thousands of appointment bookings per year for our counselling, complementary therapy, wig fitting, physiotherapy and acupuncture services

PATIENT/CLIENT CARE

- To be a friendly single point of contact for patients, carers and the healthcare team throughout their pathway, supporting the delivery of a seamless, high quality and efficient service for patients. This will include triaging sensitive enquiries and having the knowledge to signpost patients to the appropriate department /clinical colleague etc as required.
- The post holder will communicate with patients at regular intervals, in a sensitive professional manner adhering to FORCE values at all times. This includes ensuring patients are aware of upcoming appointments, and to offer practical support with the arrangements acknowledging that they may be anxious or distressed, to reduce the risk of 'Did not attend'.
- Actively participate in the provision of general non-clinical information and wellbeing advice for patients and carers, helping to reduce anxiety and provide reassurance and information as appropriate.
- Discuss and signpost, patients and their carers/families to other services, with sensitivity, including other voluntary services, as appropriate.
- Excellent interpersonal skills and especially with challenging individuals
- To report to qualified staff any untoward incidents and take immediate appropriate action to ensure wellbeing and safety of patients, relatives, carers and staff.
- Advise and support healthcare professionals regarding the provision of the FORCE pre-loved wigs service

POLICY/SERVICE DEVELOPMENT

- Contribute to the FORCE service improvement agenda
- Implementation of policies for own work area.
- Have a flexible approach to working hours to meet the demands of the service

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties.
- An authorised signatory for the use of financial systems to place, receipt and authorise requisitions, travel expenses, overtime and NHSP shifts.
- Ordering / receipting supplies via the procurement system
- Contribute to the financial delivery of the services ensuring they are cost effective and delivered on time
- The postholder should be financially aware to support the department to operate within budget and prevent overspends wherever possible.

HUMAN RESOURCES

- Responsible for the recruitment, induction, management and development of the operations support team of staff and volunteers
- Support new employee integration into the team.
- Ensuring that administrative staff work within the boundaries of all relevant Trust policies including HR, health and safety and relevant employment legislation

- The post holder will be responsible for appraisals, sickness absence, disciplinary matters within the admin team.
- To remain up to date and compliant with all HR policies and employment legislation
- To supervise and line manage administration staff

INFORMATION RESOURCES

- The post holder will require excellent IT skills to use our systems to document all information regarding patients and their care, in line with information governance and confidentiality guidelines, to communicate with the teams and complete other IT tasks as required by the post.
- The post holder will be required to collate and record information/data to support audits and reporting, using a range of electronic systems.
- The post holder will prepare reports using a variety of software and present data in an easy-to-read format.
- Take responsibility for the maintenance of accurate paper and electronic information resources, ensuring confidentiality.
- Administer and collate patient surveys.
- To ensure patient information literature is up to date and reflects national best practice guidance.
- Taking and transcribing of formal minutes
- Monitor staff training databases and ensure compliance

RESEARCH AND DEVELOPMENT

- Undertake surveys or audits as necessary to own work.
- Provide clinicians and healthcare professionals with data to support departmental audits, professional development
- Contribute to ensuring there are processes in place for spreading and sharing learning and outcome

PHYSICAL EFFORT

- Light physical effort will be required including a combination of sitting, standing and walking.
- The postholder will regularly be walking between the FORCE Cancer Centre and the RDUH acute hospital building, accompanying patients and their families as required. The postholder will be expected to make a non-clinical assessment of the service user to provide them with support and aids to help them to be able to attend the session as comfortably as possible.
- The postholder will be expected to travel by car or by driving the FORCE van to a range of outreach locations across Devon.

PHYSICAL SKILLS

- Advanced keyboard skills are required.

MENTAL EFFORT

- There is a frequent requirement for prolonged concentration with the post holder needing to be particularly alert for cumulative periods of one to two hours at a time when checking detailed documents; or analysing detailed statistics.
- The work pattern is unpredictable and subject to frequent interruption. The postholder may be expected to pivot quickly between the demands of colleagues, volunteers and service users with little or no warning.

EMOTIONAL EFFORT

- The post-holder will be expected to work in a busy environment and be able to deal with sensitive and potentially upsetting situations.
- The post holder will respond to concerns and questions from a wide range of people who may be anxious and distressed relating to their condition and treatment.

WORKING CONDITIONS

- Use display screen equipment for substantial proportion of working day.

- Occasional indirect exposure to hazardous substances (cytotoxic drugs, bodily waste and fluids) when in clinical setting
- Occasional aggressive behaviour when dealing with face-to-face complaints

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 (DSE) 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	Operations Support Lead

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• **Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level or equivalent experience**	E	
• **ECDL or equivalent IT qualification or relevant knowledge and experience**	E	
• Advanced Communication course, or willingness to participate in similar training	E	
• Management, Supervisor or Team Lead training	E	
KNOWLEDGE/SKILLS		
Demonstrable knowledge of cancer and its impact on patients and their families	E	
Demonstrable knowledge of cancer treatment pathways, suitable for offering non-clinical support	E	
Strong management and mentoring staff skills	E	
Ability to represent the department at meetings of internal, local, regional and national bodies and institutions	E	
Excellent numeracy skills	E	
Enhanced IT skills and knowledge, with an advanced knowledge of the MS Office suite and strong database analysis and manipulation skills	E	
Strong analytical skills with the ability to identify problems in processes and find creative solutions	E	
Strong organisational skills	E	
Knowledge of the practical requirements of charity governance and compliance	E	
•		
EXPERIENCE		
Able to manage and conduct holistic assessments (psychosocial, physical, mental health and wellbeing) regarding suitability for appointments, safeguarding and signposting	E	
	E	

Experience of coordinating and overseeing the workload of an administrative team Demonstrable experience in the support of patients with a cancer diagnosis and their families Experience of working or volunteering in the Charity sector Experience of working with volunteers •	E E E	
PERSONAL ATTRIBUTES Good interpersonal skills Good communication skills Ability to be empathetic Ability to handle difficult or emotional situations, Excellent organisational skills Motivation Ability to adapt and change to meet the needs of the service Able to work as a team member Self-directing, but also able to work as part of a Team •	E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by FORCE and the Trust. Ability to travel to other locations as required •	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y		X		
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N		X		
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	Y		X		
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		X		
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	Y		X		Y
Challenging behaviour	Y		X		