

JOB DESCRIPTION

Job Title:	General Manager
Division/Department:	Integrated Medicine
Responsible to:	Deputy Divisional Director
Accountable to:	Director of Integrated Medicine
Band:	8B
Hours:	37.5
Location:	Buckinghamshire Healthcare NHS Trust In order to meet the needs of the Trust's services you will be required to work cross site.

JOB SUMMARY

Responsible for the operational delivery, performance and governance for an agreed portfolio of clinical services. This will generally consist of between one to three service areas depending upon the size and complexity.

Lead Service Delivery Unit teams to ensure the efficient and effective delivery of high-quality patient centred services, service development and change programmes, driving innovation and integration, modernisation and high levels of staff and patient satisfaction.

Responsible for the delivery of financial, quality, performance, productivity and workforce targets, local and national, as agreed through the business planning, appraisal and personal development processes.

Responsible for establishing and maintaining internal controls to assure delivery of financial management and the deployment of resources in line with the Trust's financial plan and in accordance the Trust's financial governance requirements. This will include delivering contracted activity levels and managing related pay and non-pay expenditure within agreed budgets, achieving required levels of cost improvement and underpinning service line profitability.

Lead the development and delivery of the business plan to ensure continuous service improvement, quality and financial efficiency. Lead on specific divisional projects as required.

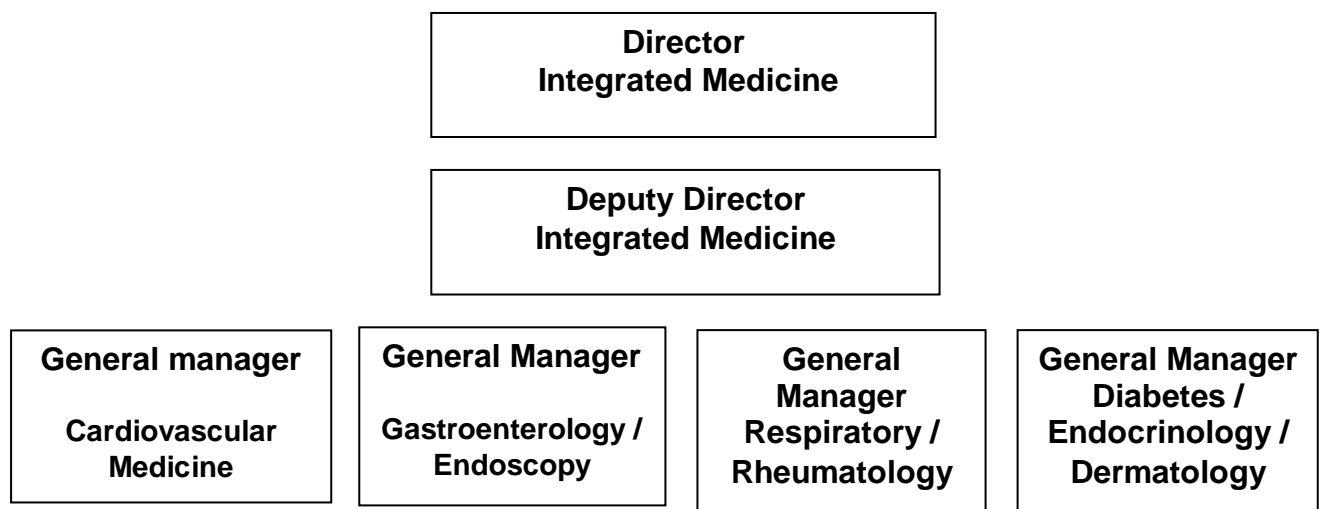
In conjunction with the Director of Integrated Medicine / Deputy Divisional Director, lead implementation of capital schemes and developments relating to portfolio of services ensuring that appropriate procurement processes are followed and that schemes are delivered on-time and on-budget.

Responsible for establishing and maintaining effective structures and systems of control for the management of staff, including recruitment, appraisal, mandatory training, development and support of the Trust's HR policies and procedures.

Responsible for establishing and maintaining effective governance systems, working in close conjunction with the Head of Nursing and Service Delivery Unit Leads, in order to enable the delivery of high quality clinical outcomes and patient experience.

In conjunction with the Director of Integrated Medicine / Deputy Divisional Director, lead engagement with internal and external stakeholders and building collaborative relationships to improve communication and assure delivery of the business plan and strategic objectives.

ORGANISATIONAL STRUCTURE



** Further tiers of the Operational Management Structure in development.

KEY RESPONSIBILITIES

Service Delivery, Planning and Development

1. To ensure that the services meet all relevant contractual, regulatory and performance requirements, including on-going assessment of future demand and capacity requirements.
2. To be accountable for the effective performance of these services, demonstrating achievements against national and local requirements.
3. To integrate the work of the medical, nursing and other professional staff in the management of these services, working in close conjunction with the Service Delivery Unit Leads and Head of Nursing, including identifying opportunities for growing, improving and re-designing services, in line with overall organisational strategy.
4. To lead the development of business cases for new services and developments, ensuring they support delivery of the corporate and financial plans.
5. To lead on the annual business planning process working in close conjunction with the Clinical, Finance and Information Teams.
6. To ensure that effective admission and discharge arrangements are in place for these services.

7. To be an active member of the Divisional Management Team, as well as contributing to the wider Trust agenda

Financial Management

8. To ensure the optimum use and management of resources within the Trust's corporate governance framework and ensure the directorates fully comply and demonstrate value for money in all transactions.
9. To be responsible for the budgets for the agreed portfolio of clinical services. Plan activity, to contracted levels and required quality standards, within the resources available, working in close collaboration with the Service Managers and Clinical Leads.
10. To ensure that the services' activity is fully captured and appropriately recorded, to support accurate income recovery.
11. To ensure effective budgetary control operates through the directorates, including the development, implementation and delivery of any remedial actions required.
12. To identify cost reduction and revenue generation opportunities, negotiating and implementing those in accordance with corporate policy, working closely with the Director of Integrated Medicine / Deputy Divisional Director. Address variances should they occur.
13. To work with the Director of Integrated Medicine / Deputy Divisional Director to formulate viable forward business plans for these services, encompassing the organisation's overall profitability strategy.
14. To ensure the directorates manage, effectively utilise and pro-actively plan to replenish physical and equipment assets. Work closely with the Director of Integrated Medicine / Deputy Divisional Director on the capital programme for these services, in conjunction with the requirements of the Trust's Capital Programme ensuring that appropriate procurement processes are followed and that projects are delivered to agreed timescales and cost.

Leadership and Staff Management

15. To lead, manage, motivate and develop staff to maintain the highest level of staff morale and to create a climate within the agreed portfolio of clinical services, characterised by high standards and openness.
16. To ensure the contributions and perspectives of all staff are heard, valued and influence management decision making within these services.
17. To identify training and development needs of staff and through relevant channels, ensure these needs are met.
18. To undertake appraisal for own direct reports and ensure an effective staff appraisal process is implemented throughout these services.
19. To ensure an effective system of control is in place to monitor and achieve statutory and mandatory training compliance.

20. To ensure that staff management arrangements are consistent with HR policies and procedures within the Trust and to ensure that good practice in recruitment, appraisal, performance management and other policies are maintained.
21. To continually review the skill mix to ensure the structure and skill mix reflects the demands of the activity of these services and to implement skill mix, staff deployment / changes as appropriate.

Risk and Governance

22. With the Divisional Director, Clinical Chair, Clinical Leads, Corporate Governance Co-ordinator and Head of Nursing, ensure that for the agreed portfolio of clinical services appropriate clinical governance structures and processes are implemented.
23. To ensure that systems are in place within these services to enable compliance with the organisation's complaints and incident procedures.
24. To update and monitor the operational policies of these services and take account of risk management needs.
25. To contribute to the development and application of systems, control processes and risk management arrangements that ensure full compliance with internal and external governance and best practice requirements.

Communication

26. To work in collaboration with the Clinical Leads and Head of Nursing to ensure effective communication arrangements exist within the agreed portfolio of clinical services and to contribute to the development of effective communication organisation-wide, and across the sector and beyond as appropriate.
27. To sustain effective working relationships with the Chief Operating Officer, Divisional Management Team, Clinical Leads, consultant medical staff and other senior management post holders ensuring that the operational requirements of these services are effectively managed and co-ordinated, including staff deployment and bed management. Specifically, this includes collegiate working within these services and across the organisation to meet agreed objectives.
28. To act, where appropriate, as the spokesperson for these services both internally and externally.
29. To ensure systems are in place to deliver accurately and in timely fashion, all statutory information requirements, e.g. those arising under the Data Protection and Freedom of Information Acts.

Information

30. To ensure that the information systems are up to date with respect to the agreed portfolio of clinical services and to collate, analyse and distribute input for quality audit and costing purposes.
31. To be responsible for the production of accurate information with regard to waiting lists, service and contractual commitments.

32. To ensure that these services generate adequate workforce information to support workforce planning.

Project Management/Other

33. To act as the Project Manager for specific Divisional objectives as agreed.
34. To participate in the manager on call rota.

ADDITIONAL INFORMATION

Trust Values



Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, are being rescinded from 15 March 2022.

If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.