



Job Description

Job Title	Business Support Manager
Band	Band 7
Department	<i>Clinical Operations – A&E Ops</i>
Directorate	<i>Clinical Operations</i>
Accountable to	<i>Senior Executive Support Manager & Deputy Chief of Clinical Operations</i>
Location	The post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the location of EEAST, or as set out under the terms of their contract.

Job Summary
<p>The role of Business Support Manager (BSM) to the Deputy CCO/ Clinical Operations Directorate is vital to the efficient, proactive, and smooth running of the Directorate.</p> <p>The post holder will report to the Senior Executive Support Manager & Deputy Chief of Clinical Operations and will be accountable for ensuring that the Trust has appropriate support for its Directorates in place, along with sufficient systems and processes to enable the Board to meet all relevant operational performance standards.</p> <p>The post holder will be expected to seek out good practice from other organisations against which the Trust can benchmark itself, and to support the Directorate in creating an environment of innovation, excellence, and performance.</p> <p>The post holder will fulfil a crucial role in fostering excellent communication and working relationships within the Directorate, Corporate and Information Teams, being a key Trust representative for operational matters across the region.</p> <p>The role of the BSM is required to work extremely closely alongside the Senior Managers within the Directorate, and to support on a range of duties.</p> <p>The role will be responsible for planning, supporting, and facilitating progress of defined programmes of work on behalf of the Senior Manager.</p> <p>It is essential the BSM has complete knowledge and understanding of the Directorate’s workload and the complexities of the different areas of responsibility so as to be able to advise, prepare, and manage projects on behalf of the office.</p>



They must be capable of making decisions on behalf of the office and be accountable for those decisions.

The complex and sensitive work and information of the office of the Director/Directorate means there are often commercial and political ramifications of decisions made. It is the job of the BSM to manage these through to final conclusions in a proactive way with minimal direction.

The Job Description and Person Specification may be reviewed on an ongoing basis, in accordance with the changing business needs of the Department and the Organisation.

Key Working Relationships (examples, not definitive list)

Internal

- Internal EAST Trust Staff
- Managers
- Colleagues
- Senior Management, as appropriate

External

- External Staff from Partner Organisations and other NHS Trusts
- Non-NHS Organisations
- Members of the Public and Service Users, as appropriate
- Trade Union Partners

Operational Responsibility

- Accountable for ensuring that the Trust has appropriate support for its Directorates in place, along with sufficient systems and processes.
- Responsible for planning, supporting, and facilitating progress of defined programmes of work.
- Complete knowledge and understanding of the Directorate's workload and the complexities of the different areas of responsibility.

Financial and Physical Resources Responsibility

- Support the Director/Directorate on budget and policy issues associated with corporate expenditure and be an authorised signatory for budgets of up to £1,000.
- To hold responsibility for the project budget ensuring close control of all expenditure, in line with Trust Policy and Standing Financial Orders.

Human Resources Responsibility

- Line management within the Team, including the initial management of sickness absence undertaking Return to Work Interviews, and Informal Sickness Reviews, undertaking Appraisals, and dealing with any initial stage disciplinary or grievance issues in the first instance.
- Liaise with Human Resources regarding recruitment processes, including information for candidates and application packs, arranging shortlisting and selection dates, and any informal visits.



<ul style="list-style-type: none"> • Identify appropriate courses to facilitate future development. • Demonstrate commitment to personal development and continuous learning, to ensure knowledge, skills, and expertise to achieve personal objectives.
<p>Information Management Responsibility</p>
<ul style="list-style-type: none"> • Responsible for the operation of one or more information systems. • Manages, maintains, and develops Directorate Information System.
<p>Planning and Organisation Responsibility</p>
<ul style="list-style-type: none"> • Plans, organises a broad range of complex activities, formulates, adjusts plans and strategies. • Plans and implements new ways of working, facilitate collaborative working, capacity planning.
<p>Policy and Service Development Responsibility</p>
<ul style="list-style-type: none"> • Leads on service development for a specialist area, developing and implementing policy for that area, proposes changes in conjunction with working groups which have wider implications. • Develops service wide performance, service policies.
<p>Research and Development Responsibility</p>
<ul style="list-style-type: none"> • Undertakes surveys and audits, as necessary, to own work.
<p>Freedom to Act</p>
<ul style="list-style-type: none"> • Works to broad occupational policies. • Acts as Lead Specialist on specific projects.
<p>Analytical and Judgmental Responsibility</p>
<ul style="list-style-type: none"> • Analysis of performance data, and capacity and demand data, assess projects, identifying areas for collaborative working and/or improvement. • Makes decisions on a range of complex issues where there may be more than one course of action.
<p>Communication Responsibility</p>
<ul style="list-style-type: none"> • Provide and receive highly complex, sensitive or contentious information, agreement or cooperation required. Present highly complex, sensitive or contentious information to groups.



<ul style="list-style-type: none"> • Motivational skills to encourage collaborative working to improve services/performance where there may be resistance to change. • Presents workshops to large groups of staff.
<p>Physical Effort</p>
<ul style="list-style-type: none"> • Combination of sitting/standing/walking. Occasional requirement for moderate effort, short periods.
<p>Mental Effort</p>
<ul style="list-style-type: none"> • Frequent concentration, work pattern unpredictable. • Concentration for creating reports, transcribing minutes, where there may be interruptions to deal with unforeseen events.
<p>Emotional Effort</p>
<ul style="list-style-type: none"> • Occasional emotional circumstances, imparting unwelcome news to stakeholders, staff. • Deals with welfare issues, such as long-term sickness.
<p>Working Conditions</p>
<ul style="list-style-type: none"> • Use VDU equipment more or less continuously.
<p>Patient and Client Care</p>
<ul style="list-style-type: none"> • Assist patients/clients during incidental contact.
<p>Safeguarding Children, Young People and Vulnerable Adults</p>
<ul style="list-style-type: none"> • Safeguarding children and vulnerable adults is everyone’s responsibility. Whatever your role, the welfare of children and vulnerable adults should be your concern. It is your duty to report any concerns through your Line Manager/designated Safeguarding Lead. • All EEAST staff are required to undertake Safeguarding Awareness Training and to undertake additional training in relation to safeguarding relevant to their role.



EEAST Values and Behaviours

OUR VISION IS UNDERPINNED BY OUR TRUST VALUES



Care – We value warmth, empathy and compassion in all our relationships.

Teamwork – Together as one, we work with pride and commitment to achieve our vision.

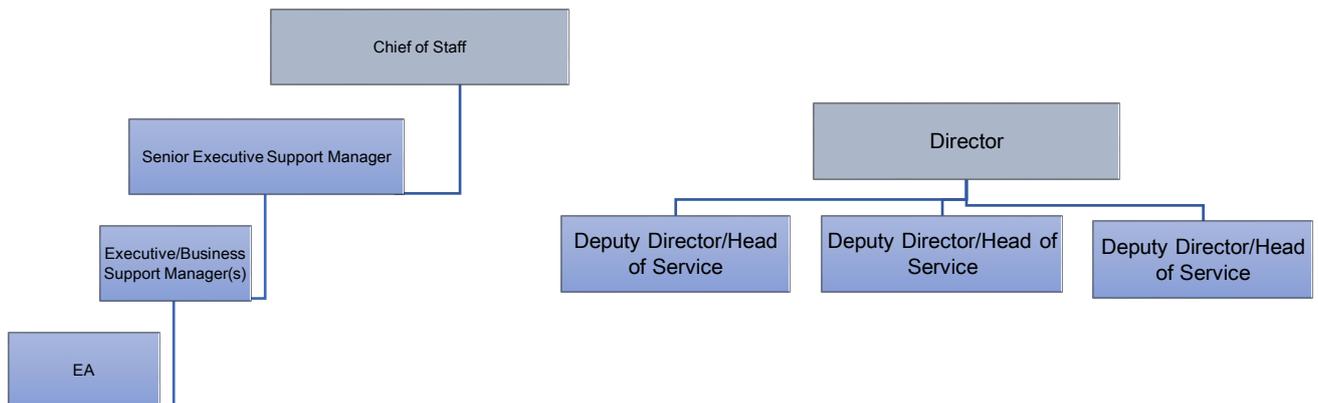
Quality – We strive to consistently achieve high standards through continuous improvement.

Respect – We value individuals, including our patients, our staff and our partners in every interaction.

Honesty – We value a culture that has trust, integrity and transparency at the centre of everything we do.



Structure Chart



DBS Requirement

Does this post require a DBS check to be undertaken?	Yes	No
If yes, please indicate what level of check is required:		
Basic	<input type="checkbox"/>	Enhanced
Standard	<input type="checkbox"/>	Enhanced with Child & Adult Barred List

EXAMPLE ONLY:

Enhanced with Child & Adult Barred Lists

Rationale:

First Person on Scene qualification will be required for the role. As such, the Trust is asking for the post holder to effectively act as a Community First Responder and potentially stop and help a patient, as required, when out in a marked vehicle, therefore providing health care advice. This should be considered as a normal part of their activity and should be treated the same as a Community First



Responder, ie an enhanced with barred list check. This is irrespective of whether they hold a clinical grade or non-clinical grade.

For support and guidance on which roles require/eligible for a DBS check please go to:
<https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool> or
<https://www.gov.uk/government/collections/dbs-eligibility-guidance>

Has the DBS level been approved by EVC Panel:

Yes

No

Date DBS level approved:

Trust General Standards

DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites, in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes



and that the necessary resources are available. Post holders should promote continual improvement of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training, and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEASt is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.