

# Job Description

**JOB TITLE:** Deputy Service Manager

**DIVISION:** Surgery

**GRADE:** 5

**REPORTS TO:** Service Manager

**ACCOUNTABLE TO:** Speciality General Manager

## VALUES AND BEHAVIOURS



## ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes.

We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

## **JOB SUMMARY**

Working as part of the wider specialty leadership team, the key requirement of the job will be to monitor and ensure delivery of key performance targets (Cancer Performance, 18 week targets and Cancelled Operations), to provide support to the Service Manager, Specialty General Manager, Matron and Head of Service, provide a patient focused administration service to hospital outpatients, day case and elective patients and provide line management to administrative staff at QMC. The post holder is also expected to assist and lead in the formulation and implementation of Service policies, projects and strategies through the efficient use of resources. The post holder will evaluate and develop processes and systems to ensure a caring, quality service is provided for patients and support the achievement of local and national patient access and activity targets.

In undertaking this role, all employees will be expected to behave at all times in a way that is consistent with and actively supports the principles listed in the Consultation Document on the creation of the Nottingham University Hospitals NHS Trust. These are:

- The principles of the NHS, where high quality care is provided on the basis of need rather than the ability to pay.
- The contribution of the local community to the development of our services.
- Preserving and developing our reputation as a caring organisation.
- Developing services that are designed around the patient.
- Working co-operatively with others in the interests of patients and their families. Valuing the contribution of staff and investing in their development.
- Valuing the diversity of all our staff, patients and carers and demonstrating a zero tolerance of discrimination.

- The importance of developing innovative approaches to teaching, research and service provision, which allows us to be at the forefront of developments in patient care.
- Responsible and wise stewardship of public money and effective use of resources.

## **KEY JOB RESPONSIBILITIES**

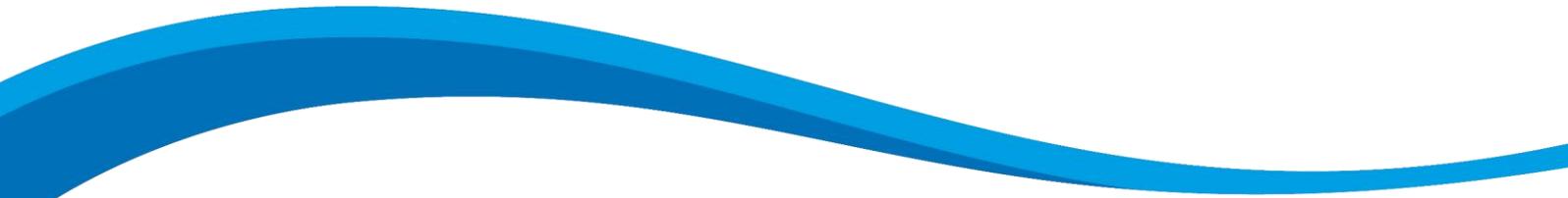
### **Leadership**

- Line management of the administrative staff To contribute to the delivery of ambitious targets by supporting the senior management team to continually improve performance within the service To provide operational expertise and management support to all members of the service Act as a representative of the specialty at Trust-wide management forums

### **Service Delivery**

- Develop and review plans to achieve patient access targets at service level Ensure that the administrative systems and processes support the development and implementation of service plans
- Where identified communicate and implement process changes in services to clinical and admin/clerical staff Using activity information, actively manage demand and capacity of the service
- To manage and monitor changes to the administrative systems of the service, e.g. Choose and Book As appropriate act as system administrator for computerised information systems used by service
- To provide operational expertise and support to service users and service providers, e.g. advising CCGs, Other Services/Divisions, Other Trusts, Legal services
- Apply in depth knowledge of the specialty areas and associated waiting list policies in accordance with agreed clinical priorities. Have full working knowledge of hospital information systems
- Identify emergent and recurring operational problems and facilitate resolution with Senior Management input where appropriate

### **Performance Management**

- Responsible for the provision of information to support the activity planning and monitoring processes at Service/Division level
  - Undertake detailed operational monitoring, and instigate appropriate action to ensure that the service achieves the local and national targets
  - Ensure that systems and processes are in place to prevent breaches of guaranteed waiting times and that Trust's waiting list policies are implemented and monitored effectively, taking remedial action as required
  - Understand variances against the planned activity of the service, e.g. cancellations,
  - DNAs etc. and assist in the development of plans to make improvements.
  - Responsible for providing continuous updates for the Trusts weekly PTL Meeting
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## **Governance and Risk**

- Promote a culture where governance and risk management are seen to be everyone's responsibility
- Undertake risk assessments and the delivery of the health and safety agenda where appropriate
- Work with the relevant Heads of Service, Service Leads and Specialty General Manager to ensure that clinical and non-clinical complaints are thoroughly investigated and information supplied to support a timely response.
- Make recommendations and implement agreed actions for resolution and/or improvement

## **Communication**

- Communicate effectively with all clinical and non-clinical staff to ensure that local and national targets are achieved

## **Education and Teaching**

- Ensure induction and training arrangements on patient access targets are in place for all staff Provide training on hospital information systems where appropriate
- Ensure delivery of training of the Trust Corporate policies e.g. waiting list policy, to all relevant staff groups ensuring regular up dates
- Promote learning opportunities in a wide range of formats to improve multi-disciplinary and flexible working
- Promote a culture of lifelong learning Other Duties
- Contribute to Trust wide initiatives and projects as required Represent the service at local meetings

## **GENERAL DUTIES**

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

### **Infection Control**

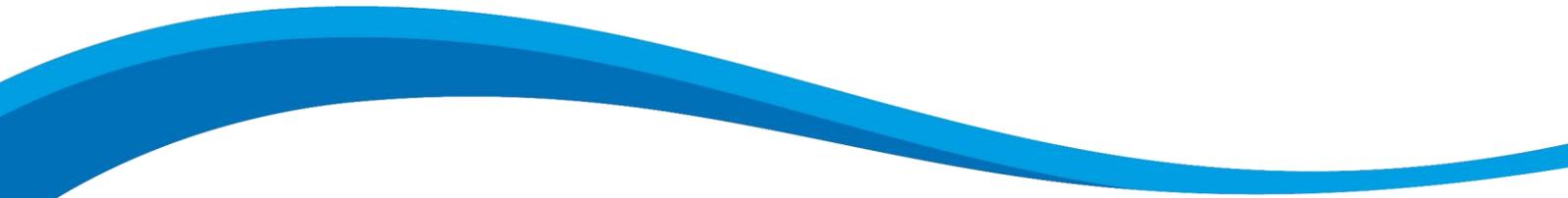
To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

### ***For senior/clinical managers the following statement must also be included***

*The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.*

### **Safeguarding children, young people and vulnerable adults**

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.



### **Information Governance**

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

### **Health and Safety**

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

### **Governance**

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

### **Health and Wellbeing**

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

### **General Policies Procedures and Practices**

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

## **WORKING CONDITIONS**

This job is office based and you will have no exposure to hazards.

## **JOB REVISION**

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

## **Service Review**

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.