

Job description

Band 6 - Operational Support Officer -Specialist & Secured Services

About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

Our mission, making a difference for you, with you was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for, those we work with** and **those who work with us**. **Everyone is part of our team.**

Our core strategy is to be an **employer of choice, a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values, leadership behaviours, teams, enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



This role...

The post holder will have responsibility for:

1. Dedicated personal assistant duties to the Service Director for Specialist & Secured Services
2. Provide business and operational support to the Specialist and Secure Directorate
3. Take responsibility for managing and maintaining a range of information systems and processes across the directorate.
4. Maintain records and communications on a range of business cases/investment projects, quality improvement projects and governance requirements.
5. Assist in developing and driving business plans.
6. Complete audits that evidence compliance with contractual and regulatory requirements.
7. Manage, develop, implement and monitor policies & protocols across a range of services.
8. Be an authorized signatory where required.

The role will be predominantly officed based, however there will be a requirement to attend sites as required. This may entail incidental contact with patients.

About you

Skills and Abilities

Essential

- Excellent presentation & report writing skills.
- Excellent communication skills, verbal and written.
- Advanced abilities in keyboard skills, IT packages, dashboards and systems used to store, manage and manipulate data
- Advanced data processing/analytical skills including the ability to manipulate data to provide clear information for a range of stakeholders.
- Advanced planning and organisational skills to draw together complex stakeholder involvement.
- Strong analytical skills and ability to consider the wider picture.
- Ability to manage and prioritise own workload.
- Uses own initiative to anticipated challenges and proactively resolve barriers to progress.
- IT/word processing
- Ability to work under pressure to meet deadlines.
- Provide management responsibility for a pool of administrative and personal assistant staff across Specialist and Secured Services.
- Ability to delegate work effectively and efficiently
- Strong supervision and appraisal skills.
- Change management/project skills.
- Ability to utilise resources to ensure compliance with targets, deadlines and expectations from a range of stakeholders.
- Ability to manage information that may be emotive or distressing.

Behaviours and Values	Knowledge and Experience
<p>Essential</p> <p>inwcareNHFT</p> <ul style="list-style-type: none"> • Ability to demonstrate independence of thought. • Ability to act with compassion and kindness. • Ability to prioritise as a result of interruptions and /or arising situations requiring urgent attention – The ability to communicate a change in priorities in a supportive manner is essential. • To be able to manage highly sensitive information at all levels of the organisation. • Demonstrate the ability to listen to and act appropriately on key information from a range of key stakeholders. • To promote a transparent and inclusive environment when working on the delivery of key areas of work. • To communicate a range of complex, sensitive and contentious information in a range of formats including one to one meetings, formal and informal meetings, written reports and electronic communication. • The role will require prolonged periods of concentration including checking documents, cross referencing information and inputting large quantities of data. • The post holder will be required to deal with frequent interrupting to deal with business issues 	<p>Essential</p> <ul style="list-style-type: none"> • Educated to degree or equivalent experience plus training/experience to post graduate diploma level. • Evidence of continued professional development (CPD) relevant to a business manager role. • Leadership/Management qualification or equivalent management experience. • Knowledge of business procedures including computerized software, project management and quality improvement. • Experience of presenting complex and high-level information to internal and external stakeholders. • Experience of managing a budget. • Experience of analysing complex data, ability to interpret and act on results. • Experience of leading and managing a team. • Experience of recruitment and selection processes. • Understanding of Governance framework. • Experience of staff supervision/appraisal and personal development planning. • Experience of managing multiple & complex tasks within tight deadlines. • Knowledge of effective management of targets and deadlines. <p>Desirable</p> <ul style="list-style-type: none"> • Management experience working in the NHS • In depth knowledge of Key NHS objectives and standards. • Experience in the use of SystmOne • Experience of conflict resolution • Service development/Change management experience • Knowledge of HR policies and procedures • Experience in Specialist & Secured Services

About the role – linking with our 4 Leadership Behaviours

Working

Taking

Being

Embracing

ENGAGING PEOPLE/WORKING TOGETHER

- To utilise and maintain excellent interpersonal communication skills verbal, non-verbal and written to impart information, to clients, Stakeholders, Commissioners and Local Management structures.
- Attend/Present and often lead meetings with all key stakeholders including complex content and information that maybe contentious.
- Work with the Communications team and partner agencies to develop creative friendly publicity materials to promote the Programme and raise public awareness about developments in new and existing service provision.
- Respond effectively to highlighted risks and issues in a timely manner.
- Support the multidisciplinary teams to develop their services in accordance with their clinical strategy and the overarching Trust objectives. This will include working closely with the Clinical Director, Associate Director, Head of Service, Service Manager, Business Support Lead, Clinical Lead and Multi-Disciplinary Teams to support various projects/programmes of work.
- Acting as a key point of escalation / contact, troubleshooting issues which may prevent timely provision of patient care, liaising with Clinical colleagues as appropriate, escalating complex or contentious issues to the Service Manager or Clinical Lead as appropriate.
- Work in partnership with a range of organisations and agencies, to support the best interests of the Directorate and organisation.
- Work effectively with managers within the Directorate and across the organisation.
- Effectively manage relationships with a range of stakeholders

BEING AUTHENTIC

- Promote the Trust values by actively demonstrating them and supporting individuals and teams to achieve them.
- Understand responsibility of self and others to NHFT and the practice regarding the Freedom and Information Act
- To uphold the organisational policies and values in terms of data protection Caldecott Guidelines
- Present information which could be contentious or sensitive in nature in an appropriate manner
- Day to day leadership responsibilities may require the post holder to deal with personal staff issues.
- Negotiate and Motivate colleagues to encourage collaborative working where they may be resistant to change











TAKING RESPONSIBILITY

- Manage the delivery of the key performance targets in the service and demonstrate commitment to the delivery of continuous improvements in patient experience.
- Provide management support for day-to-day management of activity in the services by ensuring delivery of a balanced demand and capacity plan.
- Develop performance measures to support business outcomes and benchmark with other services internally and external to the organisation.
- Analyse complex data and outcomes and interpret into performance measures that can be collected and shared with teams to enable a performance culture which enables services to use information support effectively improve clinical and operational performance.
- Create and implement effective reporting systems and processes to assimilate and provide easily understandable, consistent information from a wide variety of sources in an appropriate format, to support effective planning and decision making in respect to quality and service improvement.
- Write reports to support project documentation e.g. write highlight reports, issues logs by using a range of IT systems
- Direct line management responsibility for relevant Administrative and Clerical (A&C) staff within the service
- Expert use of IT systems to enable the recording, delivery and reporting of the operational services including for example, Microsoft word, excel, email, PowerPoint, internet.
- Expand knowledge of SystmOne to enable appropriate reporting.
- Effective use of DATIX electronic incident reporting system
- Contribute towards the development of service budgets and staffing structures.
- Support the Service Managers in managing the service budget at both team and Division level.
- Frequent travel to a range of Specialist & Secured venues.
- Requirement to carry laptop computer and/or projection equipment (approx

EMBRACING CHANGE

- Effectively utilise and analyse data in order to improve service development.
- To work with the Operational and Clinical Leads to contribute to business plans/reports, to meet National and Local priorities.
- Deliver service improvement projects/work streams in line with operational and clinical requirements and work autonomously within the parameters of broad occupational policies.
- Ensure digital technology is at the forefront of all projects.
- Work with colleagues to ensure clinical and professional quality is consistently improved.
- Identify opportunities and critical tasks to be established for service development to be effective and seeking support to address them.
- Enable and encourage others to:
 - understand and appreciate the influences on specific services and the reasons why improvements are being made.
 - offer suggestions, ideas, and views for improving specific services and developing direction, policies, and strategies.
 - alter their practice in line with agreed improvements.
 - share achievements.
 - challenge tradition.
- Evaluate with others the effectiveness of service improvements and agree and deliver further action required to take them forward.
- Be a resource for specialist information, guidance and support within services within the service area.
- Supporting the roll-out of changes to support integrated working across Services.

Benefits

Salary 	Location of work 	Permanent/fixed term 								
Band 6 - £35,392 - £42,618 You will be paid on the 27 th of each month. If this date falls at a weekend you will be paid on the Friday before this date.	To be confirmed - Must have the ability to travel independently to other bases in the Trust	Permanent								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
37½ hours per week, worked as 7.5 hours per day Monday - Friday	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here: https://www.nhsbsa.nhs.uk/nhs-pensions
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing Because your health matters too 	Learning and Development 	Equality and diversity 								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:

www.bit.ly/24hoursinNHFT

www.nhft.nhs.uk

Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.

III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Safeguarding Adults and Children

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Professional Registration

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

Review of Job Description/ Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.