

## Job description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

### About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

### Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

### Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

### Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have a disability or long term health condition and have questions or concerns about the role, or indeed any aspect of working at CUH, and how this may impact on your health, please contact Recruitment Services to discuss how we can best support you throughout the recruitment journey and as a member of the CUH family.

We offer an extensive staff benefits package, including childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

### Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

<b>Job title:</b>	Deputy Operations Manager – Transplant Directorate
<b>Band:</b>	8a
<b>Hours of work:</b>	37.5
<b>Location:</b>	Addenbrooke’s Hospital
<b>To whom responsible:</b>	<p>Operations Manager – Transplant Directorate</p> <p>Clinical Director – Transplant Directorate</p>
<b>Job summary:</b>	<p>The key focus of this post will be internal to the Trust, delivering the key objectives and targets of the Directorate and organisation.</p> <p>The postholder will also coordinate the planning, development and implementation of service improvement, capital and other projects.</p> <p>Leading the service areas they are responsible for, ensuring the delivery of key targets within the budgeted resources available. They will contribute to strategic and annual business planning for their service areas, including the engagement of senior medical and other staff, as required. They will administer clinical governance processes within their areas and assist in the management of risk.</p> <p>Provide cross cover across the Directorate as required.</p>

### **Key duties and responsibilities:**

Working with the Operations Manager to deliver service development projects in the division, specifically new wards currently in construction to assist the organisation in its recovery phase. Alongside operational and financial management for defined service areas within the Directorate, contributing to strategic and service planning as required. The defined service areas may be varied from time to time to meet the needs of the division and to ensure business continuity and promote personal development.

### **Managerial**

1. Manage all staff including clinical, administrative and managerial groups, together with delegated responsibility, where appropriate, for nursing staff and overseeing the provision of clinical services through the defined service areas.
2. Coordinate the budget setting process for the defined service areas, working closely with the Operations Manager and other key staff including the Matron, and reaching agreement on staff establishments. Plan for the reconfiguration of services, which enables them to be delivered in a manner which offers better value for money.
3. Under delegated authority from the Operations Manager, manage the defined service areas within the agreed and available resources, in accordance with the Trusts 'Standing Financial Instructions' and Standing Orders.
4. Contribute to the production of service development proposals for the defined service areas, including costing and income projections.
5. The delivery of all key access targets and thereafter their maintenance, utilising best practice methodologies from both within and outside of the Organisation with particular focus on the maximum 18 week waiting time guarantee and cancer pathways.
6. Contribute to the development of strategic and business plans for the defined service areas, working closely with the Operations Manager, DDO, Clinical Director and other Directorate colleagues.
7. Working under direction from the Operations Manager, develop working partnerships with key stakeholders within the local health economy, representing the Directorate and/or Trust as appropriate.
8. Working under direction from the Operations Manager, contribute to the formulation and execution of service reviews and recommend and implement different models of care as appropriate, involving clinical and managerial colleagues from the Trust and CCG as required.
9. Utilise information flows which support the monitoring and improvement of clinical services within the defined areas
10. Ensure effective communication systems for all staff are in place enabling local and corporate information to be shared with all staff within the defined service area and for views to be fed upwards.

### **Clinical Governance and Service Standards**

11. Work in conjunction with Directorate Clinical Governance leads and Matrons to provide information and actively contribute to the clinical governance agenda, ensuring meetings are in accordance with 'The Clinical Governance Blueprint'.

12. In association with the Matrons, Clinical Directors and Governance leads, review critical incidents and complaints and ensure corrective action is taken, where appropriate.
13. Ensure patient involvement in the planning of services, enabling care to be patient centred and actively engage in the Trust's Patient and Public Partnership Programme.
14. Responding to all complaints within 14 days of receipt, ensuring the service defined areas learn and improve services as a result.
15. Assisting the 'Risk Lead' for the defined service area, helping identify and quantify potential risk and recommending preventative action to the Directorate.
16. Oversee the services business continuity planning to ensure that there is full compliance with all local, national and statutory requirements.
17. To be the 'Data Awareness Representative' for the service defined area, ensuring compliance with appropriate Trust policies, including Data Protection, Caldicott, Confidentiality, FOI and Security.

### **Service Standards**

18. Manage services in accordance with relevant national clinical standards, such as NICE, NSF's, Cancer Plan, etc and local clinical governance requirements.
19. Ensure clinical advice and support is available at all times to staff within the defined service area.
20. Monitor systems to assure the quality of services provided to Patients.
21. On behalf of the Operations Manager implement and monitor a quality service improvement strategy across the defined service areas.
22. Participate in the production of policies and procedures which facilitate the operational and quality effectiveness of the defined service areas and Directorate.
23. As directed by the Operations Manager implement new projects and initiatives which improve services delivered to Patients and the operational effectiveness of the defined service areas, Directorate and Trust.
24. Lead on behalf of the defined service areas, working closely with the control of infection team and SCN, to plan, implement, review and amend standards of infection control.
25. Participate in the on call management rota for the Trust.
26. Deputise for the Operations manager as and when required

### **Human Resources**

27. Manage all non-medical staff within the defined service areas.
28. Carry out appraisal of staff that directly report and ensure annual appraisals are undertaken, with personal development plans in place and acted upon, for all staff.
29. Ensure Trust policies on staff management are adhered to.
30. Implement and maintain Directorate staff retention policies and practices.

31. Ensure adequate orientation programmes are established and put in place for all grades of staff (Including medical) across the defined service areas.
32. Contribute to the development and implementation of effective Directorate workforce development plans across the defined service areas.
33. Within the defined service area, contribute to the consideration, development and implementation of new roles and ways of working

### **Personal and Professional Development**

34. Pursue lifelong learning and professional development agenda by participating in management supervision, appraisal and personal learning and development activities.
35. Keep up to date with national and local developments in NHS policy and practice developments.

### **Other**

36. The post holder must at all times carry out their duties with due regard to the Trust's equal opportunities policy.
37. To be aware of the responsibility of all employees to maintain a safe and healthy environment for Patients, Visitors and Staff.
38. To ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the defined service areas.
39. The post holder must ensure that they are aware of their responsibilities under the Health and Safety at Work Act 1974.
40. Staff are required to comply with the requirements of the Freedom of Information Act 2000 and in accordance with Trust Policy.
41. All staff that have access to, or transfer data, are responsible for that data and must respect confidentiality and comply with the requirements of the Data Protection Act 1998 and in accordance with Trust Policies.
42. The post holder is responsible for data quality and complying with the Policies, Procedures and accountability arrangements throughout the Trust to ensure the maintenance of accuracy and probity in the recording of Trust activities.
43. This job description will be reviewed with the Associate Director of Operations on an annual basis.

**General Compliance:**

1. To comply with all Trust Policies and Procedures, with particular regard to
 

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received an annual update on infection prevention and control issues including hand hygiene. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All managers/supervisors have prime responsibility for health and safety as part of their normal line management function. They are responsible for the health and safety of people, areas and activities under their control. This responsibility cannot be delegated.
6. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
7. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
8. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
9. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and updates, this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
10. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
11. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
12. To uphold the Trust Values and Behaviours standard.
13. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other. This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

# Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
<b>Safe</b> I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
<b>Kind</b> I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
<b>Excellent</b> I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

**Post Title: Deputy Operations Manager Band:8a Department: Division C**

**How evidenced:** A = Application Form I = Interview T = Test

<b>Factors</b>	<b>Essential Criteria</b>	<b>How Evidenced*</b>	<b>Desirable Criteria</b>	<b>How Evidenced*</b>
<b>1 Qualifications</b>	1) First Degree/equivalent professional qualification or evidence of middle to senior management experience 2) Recognised management qualification 3) Evidence of continuous professional development	A/I	1)	/I
<b>2 Experience</b>		A/I	1) Public sector experience 2) Previous experience of managing specialist services 3) Previous experience of managing surgical services	A/I
<b>3 Knowledge</b>		A/I		
<b>4 Skills</b>		A/I		

<b>5 Additional Requirements</b>	The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of <i>safe, kind, excellent.</i>	A/I		
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## Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

### Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit: <http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

### Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

### Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

### Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	<b>202.5 hours</b> (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	<b>217.5 hours</b> (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	<b>247.5 hours</b> (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

### Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit [www.nhsbsa.nhs.uk](http://www.nhsbsa.nhs.uk)