

# Job description

<b>Job title:</b>	Chief Operating Officer
<b>Hours of work:</b>	37.5 hours per week, or as required for the role
<b>Remuneration:</b>	Very Senior Manager pay, in line with the foundation trust's Executive Remuneration Framework
<b>Base:</b>	Royal Albert Edward Infirmary, with a requirement to travel regionally and nationally
<b>Managerially accountable to:</b>	Chief Executive
<b>Professionally accountable to:</b>	Board of Directors
<b>Reports to:</b>	Chief Executive

## Job purpose

The Chief Operating Officer is responsible for ensuring the provision of safe, high quality, patient-centred services on a day-to-day basis that meet performance standards and address health inequalities within identified resources. They will lead programmes of transformation and improvement, ensuring the adoption and promotion of improvement approaches across services. They will lead the development of strong working relationships at both system and locality level, to ensure that we play a major role in system partnerships and collaborative models of care; redesigning those where necessary in collaboration with our partners.

As an executive director and a member of the Board of Directors, the Chief Operating Officer will work with colleagues to support the development of an open and engaging culture for our patients, relatives and staff that encourages excellence in clinical practice, facilitates team working and embraces multi-professional care delivery.

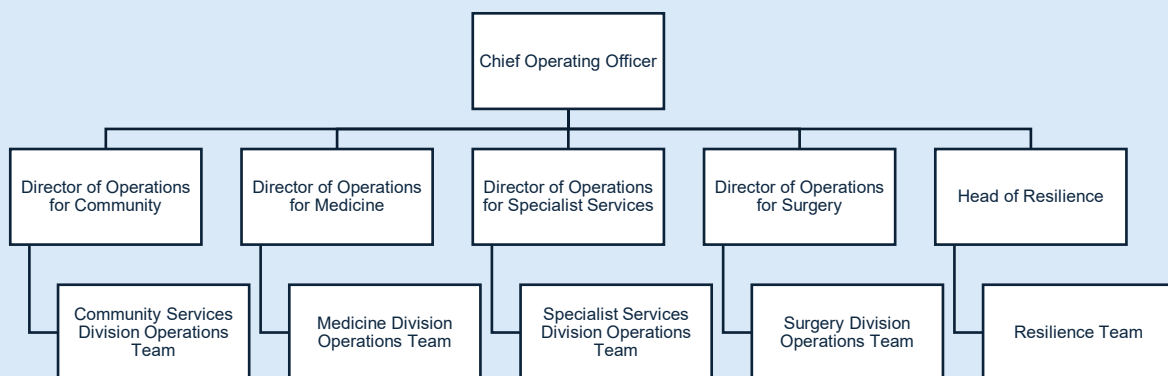
The Chief Operating Officer is also the Accountable Emergency Officer for the foundation trust and has overall responsibility for emergency preparedness, resilience and response. This includes ensuring that the foundation trust has robust and appropriate processes and procedures in place to meet its requirements as a Category 1 responder under the Civil Contingencies Act 2004 and to ensure business continuity arrangements are in place, as well as ensuring the delivery of the NHS Core Standards for Emergency Preparedness, Resilience and Response.

This recruitment is being managed by Finegreen, for further information or how to apply please visit <https://www.finegreen.co.uk/job/chief-operating-officer-1?source=google.com>

## Executive team structure



## Reporting structure



## Duties and responsibilities

The duties and responsibilities set out in this job description are aligned to NHS England's six leadership competency domains. They are set out in the order in which they appear in the framework, and this should not be construed as suggesting that one domain is more important than another. For more information about the framework, please refer to the current version of the *NHS Leadership Competency Framework for Board Members*.

## Domain 1: Driving high-quality and sustainable outcomes

*'The skills, knowledge and behaviours needed to deliver and bring about high quality and safe care and lasting change and improvement – from ensuring all staff are trained and well led, to fostering improvement and innovation which leads to better health and care outcomes.'*

- To develop and deliver the operational aspects of the foundation trust's business plan, ensuring that objectives are achieved and that the organisation is managed in accordance with WWL's values and strategic aims.
- To ensure the delivery of all operational targets, overseen through effective operational structures.
- To ensure the effectiveness of site management arrangements, capacity planning, emergency and elective access and outpatient services.
- To ensure that the foundation trust maximises its potential to meet the needs of commissioners and of patients exercising choice.
- To provide highly visible leadership and assurance to the implementation of the foundation trust's performance agenda.
- Working with the Chief Finance Officer, to ensure a robust process for agreeing, monitoring and delivering robust financial targets.
- To act as the Accountable Emergency Officer for the foundation trust.
- To identify opportunities for income generation and business growth.
- To ensure financial viability across all areas of activity, including compliance with all statutory and regulatory requirements and with strong corporate governance.

## Domain 2: Setting strategy and delivering long-term transformation

*'The skills that need to be employed in strategy development and planning, and ensuring a system wide view, along with using intelligence from quality, performance, finance and workforce measures to feed into strategy development.'*

- To provide strong and effective leadership to the development and implementation of the foundation trust's strategic direction; driving the strategic development of the foundation trust's services in accordance with local health needs, clinical and financial sustainability and education and research priorities.
- To work with the board and with executive team colleagues to facilitate a service improvement culture that leads to improved clinical outcomes, patient experience and value for money.
- To ensure that improvement activities translate into benefit for patients and staff, and improve efficiency and patient and staff experience.
- To contribute to the development of effective and efficient care pathways and packages to support new models of care across primary and secondary care.
- To identify and lead on implementation of key service improvement and business development activities.
- To review and evaluate opportunities, risks and threats to the effective planning and implementation of the foundation trust's strategy.
- To ensure that a continuing programme of quality and efficiency improvement is in place, delivering transformational change across the organisation.

### Domain 3: Promoting equality and inclusion, and reducing health and workforce inequalities

*'The importance of continually reviewing plans and strategies to ensure their delivery leads to improved services and outcomes for all communities, narrows health and workforce inequalities and promotes inclusion.'*

- To be a role model for the behaviours and high professional standards expected of everyone, as well as championing the equality and inclusion agenda.
- To be a change agent, securing the highest level of operational engagement and involvement in the development and delivery of services.
- To ensure that the development and delivery of service provision ensures health inequalities are addressed and provide proactive support and leadership on workforce inclusion.

### Domain 4: Providing robust governance and assurance

*'The system of leadership accountability and the behaviours, values and standards that underpin our work as leaders. This domain also covers the principle of evaluation, the significance of evidence and assurance in decision making and ensuring patient safety, and the vital importance of collaboration on the board to drive delivery and improvement.'*

- To support the Chief Executive, as a key member of the executive team, in the discharge of their statutory duties and to ensure that all strategic and corporate objectives are met.
- As a member of the board, to ensure the appropriate representation of issues within this portfolio at board level, including participating in discussions and advising the board as necessary.
- Working with the Medical Director and Chief Nurse, to embed clinical engagement and leadership in the management of the foundation trust.
- To ensure that the foundation trust's performance meets and exceeds the expectations of the Care Quality Commission and any such successor bodies for areas within this portfolio.
- To ensure that the foundation trust meets its responsibilities as a Category 1 responder under the Civil Contingencies Act 2004 and to provide assurance to the board and to external stakeholders on the robustness of its emergency preparedness, resilience and response and on the achievement of NHS Core Standards for Emergency Preparedness, Resilience and Response.
- To ensure consistent application of clinical and managerial protocols and procedures with the aim of achieving the highest levels of performance and outcomes for the benefit of patients.
- To ensure that the necessary performance management systems and controls are in place operationally to assure that agreed operational performance standards and targets are met.
- To ensure that value for money and audit recommendations are implemented and achieved with the agreed timescales.
- To promote a culture where colleagues feel safe to raise concerns and see this as a core part of continuous improvement, through the implementation of fair and just governance systems and processes with a focus on learning and improvement.
- To put in place robust systems to support clinicians and operational managers in delivering their allocated budgets.
- To implement systems and processes for setting performance standards, reviewing processes and initiating improved outcomes.

## Domain 5: Creating a compassionate, just and positive culture

*'The skills and behaviours needed to develop great team and organisation cultures. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.'*

- To provide highly visible leadership for all staff throughout the foundation trust, championing a professional and open culture which empowers staff to consistently deliver high quality care with compassion.
- To participate in the personal development review process and to have a commitment to people development.
- To ensure the management of all staff in accordance with WWL's values and expected behaviours, and in line with the foundation trust's policies and procedures, creating a culture of continuous improvement and a focus on meeting the needs of patients and the public.
- To develop and promote a culture where staff feel valued and empowered to make improvements to the service and deliver individual and team objectives.
- Working with the Chief People Officer, to ensure that all staff undertake an annual performance appraisal with a personal development plan and complete the required mandatory training programmes.
- To ensure effective channels of communication throughout the team to enable all staff to be aware of important issues facing the organisation.

## Domain 6: Building a trusted relationship with partners and communities

*'The need to collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours are key to the integrated care environment.'*

- To represent the foundation trust locally, regionally and nationally, working with senior colleagues to promote the foundation trust within the wider community, building sustainable relationships with key partners and actively participating in local systems.
- As a member of the unitary board, to play a full and active role in the overall leadership, management and development of the foundation trust and the local health and care system.
- To establish effective working relationships with other providers and commissioners to ensure that patients are provided with care in the most appropriate settings.
- To lead the establishment and maintenance of effective relationships with other acute and community providers and other key agencies engaged in the delivery of health and social care at place and system level.
- To build and develop effective partnerships and joint working with key stakeholders, influencing and negotiating on behalf of the foundation trust.
- To develop and maintain a strong sense of accountability to stakeholders throughout the organisation.
- To work with colleagues from different organisations to ensure that there is a joined-up approach to delivery of system targets and the provision of mutual aid where necessary and appropriate.

## Other duties not directly aligned with the Leadership Competency Framework

- To participate in the executive on-call rota.
- To participate in all foundation trust mandatory training and in the annual performance review process.
- Any other duties appropriate to the grade.

## Standard duties and responsibilities of all staff

To comply with the foundation trust's no smoking policy.

To comply with the foundation trust's policies and procedures.

To ensure own compliance with the Health and Safety at Work etc. Act 1973 – the post holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

All staff employed within clinical environments and those who have contact with children, vulnerable adults, service users and their families must familiarise themselves with and be aware of their responsibilities and at all times adhere to procedures for safeguarding and protecting children and vulnerable adults.

In accordance with Part 7 of the Immigration Act 2016, employees who are required to interact regularly with the public, both face-to-face and by telephone, are required to be able to speak English to an appropriate standard relevant to their role, i.e. with confidence and accuracy, using correct sentence structures and vocabulary and without hesitation.

The post holder must comply with the Data Protection Act 2018 and must not use for their own benefit or gain, nor divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the foundation trust or relating to the foundation trust's affairs or dealings which may come to their knowledge during employment.

The post holder is required to fulfil a proactive role towards the reduction and management of healthcare related infection in all of their actions. This entails compliance with the foundation trust's Infection Prevention and Control Policy and related procedures, along with risk assessment of all situations.

*The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.*

## ACCEPTANCE

We agree that this job description reflects our understanding of the requirements of the post.

Signed: _____	Signed: _____
Print: _____	Print: _____
Date: _____	Date: _____

(Post holder)

(Line manager)

# Person specification

	Essential criteria	Desirable criteria
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Master's level qualification or equivalent experience.</li> <li>• Evidence of ongoing continual professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Postgraduate management qualification.</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Extensive senior operational experience at or near board level in the health or social care sector</li> <li>• Evidence of effective performance management and delivering performance and service improvement</li> <li>• Evidence of delivering service development as part of a significant change agenda in a complex multi-agency environment</li> <li>• Evidence of working with other stakeholders in a collaborative way</li> <li>• Experience in developing effective multi-agency collaborations and partnerships to achieve complex objectives</li> <li>• A successful track record of developing detailed plans/business cases for service development and change projects.</li> <li>• Experience of successfully delivering cost improvement and financial growth programmes.</li> <li>• A good understanding of key NHS service performance standards.</li> <li>• Sound knowledge of corporate governance and risk management.</li> <li>• Knowledge of national NHS policy and strategy.</li> </ul>	

	Essential criteria	Desirable criteria
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to assess, analyse, synthesise and act upon complex performance data and financial information.</li> <li>• Well-developed communication and influencing skills, with the ability to motivate teams and gain consensus at all levels within the organisation.</li> <li>• Highly developed political awareness.</li> <li>• Ability to lead and work in multidisciplinary teams.</li> <li>• Ability to deliver highly complex information and use information to influence in environments where people hold strongly opposing views.</li> <li>• Ability to respond effectively to complex queries which require an immediate response, whilst exposed to day-to-day interruptions.</li> <li>• Ability to assess situations and take calculated risks, based on learning and experience, to achieve longer-term service improvements.</li> <li>• Self-belief, coupled with self-awareness and self-management.</li> <li>• Capacity to understand and embrace new technology.</li> </ul>	
<b>Additional</b>	<ul style="list-style-type: none"> <li>• Authentic leader, committed to collective leadership and able to role model the WWL behaviours.</li> <li>• Gravitas and confidence; stable and resilient under pressure.</li> <li>• Team player and builder.</li> <li>• Commitment to public service ethos.</li> <li>• Able to travel between sites.</li> <li>• Satisfactory pre-employment screening.</li> <li>• Ability to participate in the executive on-call rota.</li> <li>• Ability to meet Fit and Proper Person requirements.</li> </ul>	