

JOB DESCRIPTION

JOB TITLE:	Deputy Operations Manager
PAY BAND:	Band 8A
DEPARTMENT:	Operations
RESPONSIBLE TO:	Operations Manager
DATE:	April 2024

PURPOSE OF JOB:

The post holder will provide a highly visible and credible presence across the directorate. They will ensure that high standards of patient care and communication are provided to all patients. The post holder will ensure that:

- All patients are treated with dignity and respect
- The patient experience is optimised through an efficient and effective service that encompasses the national and Trust agenda.
- All staff work and will use best practice in infection control and prevention.
- Develop services to meet the Trust's service and operational objectives
- Be responsible for delivering directorate inpatient and outpatient waiting list targets within the directorate.

The post holder will be responsible in ensuring that resources are used effectively and efficiently and work with the staff, leading and coaching them to maximise their potential in support of their future career options.

The post holder in conjunction with the operations manager, matron and head of nursing will ensure that patient safety is maintained to the highest level. The post holder will be responsible to the development and performance management of staff to enable a seamless delivery of both inpatient and outpatient pathways for elective and non-elective care.

The postholder will be responsible for the development and performance management of all non-medical staff to enable delivery of service.

The post holder will deputise for the operations manager and associate director as required.

KEY TASKS & RESPONSIBILITIES:

- To be responsible for matching capacity to demand for services and for meeting all national and local targets.

- To lead any extraordinary waiting list projects, engaging the appropriate staff and identifying all necessary resources.
- To be responsible for working with the information department to design information reports that can assist project or operational outcomes
- To act as lead for the business development of the directorate's services.
- Where changes in service delivery are required, write business cases outlining strategy and intended action.
- To be responsible for liaising with medical staffing and manpower co-ordinator on the appointment of locums and substantive staff. To be responsible for identifying suitable clinical work patterns and ensuring timetables are correct.
- To investigate and respond to complaints on behalf of the directorate.
- To be responsible for making operational decisions on clinic formats, and agreeing proposed changes to templates.
- For contracted services running across all Trust sites, to be responsible for ensuring appropriate staff levels are available and for deciding appropriate action where services are not viable.

OPERATIONAL/PERFORMANCE MANAGEMENT

- To provide an innovative, creative and developmental style of management promoting patient centred practice.
- In conjunction with the matron and head of nursing be accountable for systems and processes to ensure consistency of care standards within sphere of control, to deliver safe and high quality care for all.
- Act as a credible role model.
- To develop and implement surgical initiatives using best practice guidelines.
- To provide and present complex information that may be of a highly complex / sensitive nature, when required to do so.
- Accountable for formulating local strategy and actions to deliver the targets and aspirations in the Trust strategy for the directorate
- Responsible for a systematic approach to staff development ensuring that senior staff are appraised annually against KSF outline / descriptors and that their objectives and personal development plans reflect organisational, professional and personal requirements.
- Responsible for the provision of an appropriate learning environment suitable for the education of multi-professionals and for the on-going development of the staff.
- Identify and develop multidisciplinary team working within the departments and Trust.

- Improve the utilisation efficiency by reviewing the flexibility in meeting demands and improve communications between unit staff and other departments.
- Ensure that the users of the service are given appropriate information and that regular satisfaction surveys are performed and action taken as appropriate.
- In partnership with clinical colleagues, deliver commissioned levels of service within allocated resources and develop action plans to manage any variances.
- Establish the effective use of management information as a basis for problem solving and decision making.
- Ensure compliance of data quality standards and take appropriate corrective action.
- Use information in a timely way to monitor trends in activity/finance/incidents/complaints, etc
- Provide reports to the operations manager and associate director using qualitative and quantitative data.
- Ensure compliance with all waiting list and admissions and discharge procedure. To produce monthly capacity and delivery plans, and review and revise regularly to ensure achievement of key targets.
- To delegate responsibility to key staff, supporting and developing staff in achieving set targets and responsibilities.
- Ensure that resources are utilised effectively and efficiently.
- To ensure all clinical and non- clinical staff are provided with the resources needed to undertake their role.
- Accountable for setting and monitoring clinical and non-clinical performance standards in the form of agreed key performance indicators / quality performance indicators.

QUALITY, SAFETY AND EXPERIENCE

- To lead in the promotion of the fundamental aspects of patient care sharing best practice to improve the patient experience
- Ensure that all untoward incidents and near misses are reported within the sphere of responsibility in accordance with Trust policy. Also ensure that appropriate mechanisms are put in place to investigate serious clinical incidents, supported by the risk management team, and action is taken and lessons are learned and disseminated.
- To ensure that annual risk assessments are performed and appropriate action taken to minimise accidents, incidents and harm.
- To provide and preserve a positive reputation, providing a clinically credible workforce with a high level of motivation.

SERVICE PLANNING

- Carry out continuous co-ordination and review of service provision, the outcome of which to inform plans to meet the service requirements agreed with commissioners.
- To identify cost improvements, service developments and income generation opportunities.

HUMAN RESOURCES

- Lead on implementing high quality recruitment, selection and retention practices in order that the departments have the appropriate staffing resources to provide a high standard of patient care.
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- To regularly review staff performance through the Trust appraisal system, to identify potential developmental needs and set relevant objectives and review for staff.
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- To provide a safe learning environment where high standards of confidentiality, privacy and dignity are maintained.
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- To communicate effectively on a regular basis with senior professionals regarding the Trust's objectives, plans and business developments.
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- To work with the matron, head of nursing, operations manager and associate director on the implementation of all Trust HR policies including discipline, sickness and absence monitoring, and liaise with HR on relevant procedures.
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- To provide a safe learning environment where high standards of confidentiality, privacy and dignity are maintained.

BUSINESS MANAGEMENT / FINANCE

- Manage and monitor budget expenditure both pay and non-pay, so that cost effective and efficient services are delivered.
- Monitor expenditure against agreed budgets and identify any actual or potential deviations, escalating as appropriate.
- Work with supplies and procurement staff in obtaining best value in procurement of supplies for all departments within sphere of responsibility.
- Represent the directorate / Trust at meetings and forums as appropriate.
- Work with senior personnel in order to maximise service development, business planning, service delivery and clinical governance.
- Explore with senior personnel different systems of working to maximise efficiency in relation to clinical capacity, department efficiency and ward length of stay.

HEALTH AND SAFETY

- The Trust recognises and accepts its responsibility to provide a safe and healthy working environment for anyone on its premises.
- As a manager, you are required to ensure that all staff and visitors (including contractors) working in, or visiting your area receive all necessary health and safety information.
- Also that staff and contractors are appropriately inducted and trained to enable them to undertake their duties in line with Trust policies and procedures.
- As an employee, you also have a duty to take reasonable care of your own health and safety. This includes ensuring that you are aware of and follow all Trust health and safety procedures relevant to your work and participate in relevant patient safety training.

This job description is an indication of the type and range of tasks that are expected of the post holder, and other duties may be required, in line with the role and the banding. It will be reviewed and amended from time to time in consultation with the post holder to take account of changing organisational need.

This job description should be read in conjunction with the supervisory JD Addendum, available at: <https://www.fhft.nhs.uk/media/2753/jd-addendum-supervisory.pdf>

PERSON SPECIFICATION

JOB TITLE: Deputy Operations Manager

PAY BAND: Band 8A

DEPARTMENT: Medicine

CRITERIA	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Masters' degree or equivalent experience • Management or leadership qualification 	
Experience	<ul style="list-style-type: none"> • Experience of the audit process • Excellent communication skills with the ability to liaise, influence and negotiate effectively at all levels • Evidence of quality focus with an innovative approach and ability to solve complex problems across the directorate / Trust • Ability to work under pressure and to work flexibly • Able to manage and address patient complaints and concerns, leading on changes to practice. • Ability to work in a team and individually • Logical and problem solving • Innovative • Competent in the use of IT Skills • Negotiating skills • Numerate • Analytical skills in data interpretation 	<ul style="list-style-type: none"> • Budgetary management
Skills & Knowledge	<ul style="list-style-type: none"> • Evidence of strong and effective leadership skills • Evidence of effective team building valuing and developing staff to meet the needs of the service • A proven record of success in managing significant operational/strategic change whilst also developing and maintaining the provision of a high quality service. • Demonstrate in depth knowledge and experience in quality and clinical audit/clinical governance • Experience of managing both elective and non-elective patients • Ability to prioritise workload of self and others • Ability to identify and manage poor 	

	<p>performance</p> <ul style="list-style-type: none"> • Evidence of managing budgets • Monitoring of KPI's 	
Special Requirements	<ul style="list-style-type: none"> • Good knowledge of infection control, privacy and dignity, clinical risk, clinical governance and health & safety issues 	

Values & Behaviours	<p>We will expect your values and behaviours to mirror those of the Trust, available at: https://www.fhft.nhs.uk/about-us/our-values/</p> <div style="text-align: center;">  <p>Committed to excellence Working together Facing the future</p> </div>
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