

## **JOB DESCRIPTION**

### **1. General Information**

**JOB TITLE:** Assistant Service Manager

**SERVICE/SPECIALITY:** Rehab and Therapies

**GRADE:** Band 5

**DIRECTORATE:** HLCC

**RESPONSIBLE TO:** Service Manager

**ACCOUNTABLE TO:** Service Manager

### **Trust Information**

Guy's and St Thomas' NHS Foundation Trust comprises five of the UK's best known hospitals – Guy's, St Thomas', Evelina London Children's Hospital, Royal Brompton and Harefield – as well as community services in Lambeth and Southwark, all with a long history of high quality care, clinical excellence, research and innovation. We are among the UK's busiest, most successful foundation trusts. We provide specialist care for patients including heart and lung, cancer and renal services as well as a full range of local hospital and community services for people in Lambeth and Southwark.

We have a long tradition of clinical and scientific achievement and – as part of King's Health Partners – we are one of England's eight academic health sciences centres, bringing together world-class clinical services, teaching and research. We have one of the National Institute for Health Research's biomedical research centres, established with King's College London in 2007, as well as dedicated clinical research facilities.

Royal Brompton and Harefield hospitals joined Guy's and St Thomas' in February 2021 and is the largest specialist heart and lung centre in the UK and among the largest in Europe. We provide treatment for people with heart and lung disease, including rare and complex conditions, offering some of the most sophisticated treatment that is available anywhere in the world.

Our integrated approach to caring for patients from before birth, through childhood, adolescence and into adulthood and old age has been replicated around the world and has gained Royal Brompton and Harefield an international reputation as a leader in heart and lung diagnosis, treatment and research.

We are working in partnership with King's Health Partners, to deliver our vision of creating a new centre of excellence, which will be the global leader in the Generic

Clinical research into and treatment of heart and lung disease, in patients from pre-birth to old age.

We have around 22,700 staff, making us one of the largest NHS Trusts in the country and one of the biggest employers locally. We aim to reflect the diversity of the communities we serve and continue to develop new and existing partnerships with local people, patients, neighbouring NHS organisations, local authorities and charitable bodies and GPs.

We strive to recruit and retain the best staff as the dedication and skills of our employees lie at the heart of our organisation and ensure that our services are of the highest quality, safe and focused on our patients.

### **Department Information**

The Rehabilitation and Therapies services sits within the Heart, Lung and Critical Care clinical group. Services are based at both the Royal Brompton Hospital and Harefield Hospital. Our services include cardiovascular prevention and rehabilitation, pulmonary rehabilitation and oxygen, inpatient and outpatients therapy services, clinical psychology and private patient therapy services. We are a diverse group of clinical and non-clinical staff working together to provide excellent patient care to our patients with heart and lung conditions.

### **Organisational Values**

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- a. **Put patients first**
- b. **Take pride in what they do**
- c. **Respect others**
- d. **Strive to be the best**
- e. **Act with integrity**

Our [values and behaviours framework](#) describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GTIntranet.

## **2. Job Summary**

This role is to support the Service Manager in the delivery of a range of section services. This will involve delivering against targets in a range of service areas. This will involve ensuring the provision of a high quality medical secretarial service to patients and a group of clinicians and clinical teams within the department. This post could also assume the management of services within Rehab and Therapies department. These day-to-day services will be managed in accordance with agreed objectives, targets, quality standards, controls and resource constraints. The post holder will be responsible for the management of a team or teams(s) of staff including service delivery personnel, medical secretaries and other groups of staff. The post

holder may also offer a high level of support administration and organisation to a group of consultants or registrars where needed and within resource limitations.

This role is accountable to the Service Manager. It is envisaged that there will be no more than one position in each SDU. It is expected that collectively all post holders will coordinate best practice and ensure consistency of operation within generic work areas, such as medical secretary procedures.

### **3. Key Relationships**

The post holder will have regular contact with a wide range of clinical and managerial staff, administrative and clerical support staff at many levels and patients, relatives and external agencies.

### **4. Duties and Responsibilities**

The duties and responsibilities listed below are representative of the Assistant Service Manager role and its purpose within the service; they are not exhaustive and the post holder may be required to undertake additional or alternative administrative or managerial duties and responsibilities commensurate with the level of the post, to support the smooth running of the service.

#### **Operational Management**

- Support the Service Manager in managing various sections of service, e.g., out-patients or bookings. This will require working autonomously to understand and drive operating targets, budget controls, and relevant HR management.
- Ensure effective processes and procedures are in place to monitor and track performance against agreed targets within the service that may be performance related.
- Problem-solve all day-to-day management issues organising and reallocating work where situations change due to variations to the work load and staffing availability.
- Exercise delegated authority on behalf of clinicians to resolve day-to-day management issues within the service.
- Manage the analysis of data so consultants and registrars have access to timely and accurate information on all key performance indicators.
- Plan and organise the medical secretary service within the department, setting the goals of the secretarial service in order to fit in with the demands of the consultants' timetables.

#### **Policy Development and System Management**

- Develop and write policies and procedures within own work area.
- Manage the implementation and overall management of office systems, control processes and risk management arrangements to ensure effective delivery of service.

- Responsible for the design and implementation of audits in collaboration with Heads of Service.
- To investigate complaints, as delegated by the Service Delivery Manager, in line with Trust Policy. This may involve handling sensitive interpersonal situation.
- To contribute to the modernisation of patient services delivered by the medical secretaries service
- Sit on departmental working groups to contribute to future strategies and development

### **Financial Management**

- Authorised signatory.
- Manage and monitor performance of the administrative support to ensure that the service meets its financial and operating targets.
- Manage a delegated no-pay budget within the service ensuring that expenditure is within agreed limits and that the relevant clinicians remain informed of related issues. This would include signatory responsibility for requisition and authorising signature for ordering, up to the amount of £500.

### **Staff Management**

- Day-to-day managerial responsibility for all administration and secretarial staff within the medical secretarial service or others as agreed.
- Set objectives and review performance of service staff, identifying individual training and development needs and promote continued personal and professional development.
- Manage annual leave, sickness, disciplinary and performance issues in line with Trust policies and the effective delivery of service.
- Ensure all staff comply with relevant Trust policies and standing financial instructions.
- Recruit and induct A&C staff in line with Trust policies and procedures.
- Anticipate staff shortages and problem areas and take action to minimise the impact of these on service delivery.
- Support conflict resolution from patients, staff, suppliers, other internal and external service providers and partner organisations in the service.
- Ensure that all staff adhere to the appropriate legislation when dealing with patient material and that suitable filing and booking systems are effectively managed.
- Support the monitoring of compliance with internal and external governance and best practice requirements with the medical secretarial services.

### **PA/ Secretarial Responsibilities**

- Monitor clinical secretarial correspondence to set and maintain appropriate quality standards.
- Arrange, plan and take comprehensive and accurate minutes at meetings.

- Support consultants by preparing PowerPoint presentations and preparation of research articles.
- Produce high quality medical secretary support of clinicians and clinical teams when required.
- When appropriate, type clinical letters which may include those of a distressing or emotional nature as well as other relevant correspondence and documents required.

### **Communication**

- Effectively communicate with a multi-disciplinary group of people, demonstrating interpersonal skills when dealing with all levels of staff across the Trust, using persuasion, tact and reassurance where necessary.
- Liaise with other departments and members of the Trust to ensure the smooth running of the office and to assist the functioning of the team.
- Influence, motivate and involve individuals and teams within the service to achieve necessary performance targets.
- Deal with telephone calls related to the service, ensuring that customers are communicated with in a sensitive and effective manner and problems are dealt with promptly and efficiently.
- Handle confidential patient information and material in a sensitive and discrete fashion, in compliance with Trust policy and procedure.

The post holder is required to follow Trust policies and procedures which are regularly updated including:

### **Confidentiality / Data Protection / Freedom of Information**

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

### **Information Governance**

All staff must comply with information governance requirements. These include statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

## **Equal Opportunities**

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

## **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

## **Infection Control**

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

## **Risk Management**

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

## **Flexible Working**

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

## **Safeguarding Children and Vulnerable Adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

## **Sustainability**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

### **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

**EB 16/08/22**

## PERSON SPECIFICATION

### Assistant Service Manager

### Rehab and Therapies

#### Requirements

	<b>ESSENTIAL</b>	<b>A/I/T*</b>	<b>DESIRABLE</b>	<b>A/I/T*</b>
<b>Qualifications/ Education</b>	<p>Educated to HNC/Equivalent Diploma/equivalent experience</p> <p>GCSE Maths &amp; English</p> <p>Track record of significant continuous professional and management development</p>	<p>A</p> <p>A</p> <p>A/I</p>		
<b>Previous experience</b>	<p>Significant experience of staff supervision/ staff management including recruitment/ retention /appraisal /first line disciplinary and knowledge of budget management issues</p> <p>Have significantly contributed to meeting operational objectives</p> <p>Experience of delivering Administrative and Clerical Outpatient Services</p> <p>Experience of managing the delivery of an effective service demonstrating the following:</p> <ul style="list-style-type: none"> <li>Evidence of introducing and</li> </ul>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>Have significantly contributed to meeting strategic objectives</p> <p>Experience of delivering services on a multi-site basis</p>	<p>A/I</p> <p>A/I</p>

	<p>supporting change processes</p> <ul style="list-style-type: none"> <li>• Evidence of establishing, maintaining and consolidating effective working relationships with clinicians and multi-disciplinary teams</li> <li>• Evidence of positively influencing organisational culture</li> <li>• Track record of supporting the management of innovation and service improvements</li> </ul>			
<b>Skills/ Knowledge/ Ability</b>	<p>Leadership and influencing skills</p> <p>Strong verbal and written skills</p> <p>Highly motivated and ability to work independently</p> <p>Ability to respond to changing demands</p> <p>Excellent interpersonal, presentation and written communication skills</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I/T</p>	Financial management and analysis skills	
<b>Additional Information</b>	To be flexible in their approach to the work, according to priorities and changing organisational systems	A/I		

**A = application; I = interview; T = test/assessment centre**

**EB 16/08/22**