



## Job description

<b>Job title</b>	Business Operations Manager
<b>Directorate</b>	Public Health Microbiology Services, Science
<b>Pay band</b>	Civil Service Grade SEO Salary scale dependent upon base
<b>Responsible to</b>	Senior Business Manager Public Health Microbiology Services
<b>Base/location</b>	National – hybrid, attendance on UKHSA sites required
<b>Hours/sessions per week</b>	37.5 hours per week
<b>Job type</b>	Permanent

### About UKHSA

We pride ourselves as being an employer of choice, where Everyone Matters promoting equality of opportunity to actively encourage applications from everyone, including groups currently underrepresented in our workforce.

UKHSA ethos is to be an inclusive organisation for all our staff and stakeholders. To create, nurture and sustain an inclusive culture, where differences drive innovative solutions to meet the needs of our workforce and wider communities. We do this through celebrating and protecting differences by removing barriers and promoting equity and equality of opportunity for all.

The UKHSA Public Health Laboratories are unique in having a managed network strategically placed across the country, that together with national centres, deliver a total microbiology service, providing end to end diagnostic services with specialist consultant specialist clinical advice. This network provides the national surveillance information and evidence for controlling outbreaks, effective public health interventions and for the prevention of a wide range of infectious disease affecting the population. The managed network of clinical and public health laboratories is based throughout England in various strategic locations including Birmingham, Bristol, Cambridge, and Manchester, providing specialist public health and diagnostic microbiology. Public health microbiology is also provided by collaborating centres at Brighton, Newcastle, Leeds and Southampton. The network also comprises of three food water and environmental laboratories (London, Porton and York), which perform a range of specialist microbiology tests on food, water and environmental samples to local authorities, Port Health authorities, the NHS and nationally to Food Standards Agency



### **Short Summary**

The Business Operations Manager will work with the Senior Operational Business Manager to oversee the Public Health Microbiology business operations. The post holder may work with colleagues who are based across the country at different sites and/or who work remotely.

### **Line management responsibilities**

The post will be line managed by the Senior Business Manager for Public Health Microbiology Services and may have line management responsibility for business support staff as appropriate.

### **Job description**

The post holder will have responsibility for the Business Operations under the Direction of the Senior Business Manager, Head of Business Operations and Deputy Director

The primary responsibility of the post hold will be to support the Senior Business Manager, Head of Business Operations Deputy by overseeing the business operations including the commercial administrative workstream of Public Health Microbiology Services

### **Additional Wording**

We offer an excellent flexible working package to our people. Consideration would be given to someone working a flexible arrangement for this role. Please discuss this with the recruiting manager

### **Key Responsibilities**

Specific duties of the role may vary depending on the site and teams/functions.

#### **Operational management/Governance**

- Actively seek to identify, recommend and implement improvements.
- Manage the co-ordination and completion of various Public Health Microbiology Services submissions for monthly and quarterly business returns (i.e., quality plans/self-assessments, scorecard) and internal audits.
- Manage the co-ordination and maintaining of up-to-date tactical team risk registers for Public Health Microbiology Services and ensure there is effective two-way flow of risk related information up to the Senior Team including a tracking mechanism and escalation process.
- For sites where there is no facilities management team, provide any required estates and facilities management support within Public Health Microbiology Services including the associated infrastructure and IT.
- Setting up and maintenance of an equipment asset register within Public Health Microbiology Services working with relevant ICT/Facilities and Site Lead as appropriate.
- Identify any potential gaps within local/team processes in terms of compliance and governance, including representing Public Health Microbiology Services on policy



groups and leading any associated work.

- Ensure that business continuity plans are in place and are regularly updated.
- Lead on and co-ordinate the implementation of the UKHSA Public Health Microbiology Services Health and Safety Policy and arrangements.
- Support the Public Health Microbiology Services Deputy Director and Head of Business Operations with recruitment across all sites.

### **Financial and Resource Management**

- In conjunction with the Public Health Microbiology Services' allocated Finance Business Partner and Deputy Director/Deputies, undertake the annual budget setting review, coordinating the various budget setting activities.
- Undertake regular budget monitoring in liaison with the Senior Business Manager and Finance Business Partner. Initiate, and be responsible for any consequent remedial action on behalf of the Deputy Director, in conjunction with the allocated Finance Business Partner.
- Support the Head of Business Operations and Senior Business Manager in operational oversight of the Public Health Microbiology Services budget, capital spending and staffing costs throughout the year, working with the Finance Business Partner to identify potential overspend/underspend and any remedial action.
- Undertake and lead all relevant procurement activity in liaison with Procurement Professionals.

### **Human Resources Management**

- Support the senior management team to plan, implement and coordinate delivery of an effective training and development programme for Public Health Microbiology Services working in liaison with L&D and Workforce colleagues where appropriate.
- Oversee recruitment activity for Public Health Microbiology Services working with recruitment, HR and Finance teams where appropriate.
- Support the successful induction of new staff into Public Health Microbiology Services, including onboarding and organisation of new IT equipment, passes etc.

### **Planning and Organisation**

- Contribute to the planning of Boards and Committees for Public Health Microbiology Services, identifying interdependencies across Programmes/functions
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with business priorities.
- Contribute to short, medium and long-term business plans, achieving quality



outcomes.

- Work with and support the Public Health Microbiology Services Senior Leadership team to ensure adequate planning for key cross-Directorate meetings, to include preparing schedules for agendas, to reflect business and programmatic priorities.
- Oversight of key Public Health Microbiology Services projects, including working with project and programme professionals to create and maintain effective project management plans and processes.
- Develop and implement effective records management processes relevant to business needs and ensure they are maintained
- Establish, develop and maintain office and operational systems for effective working
- Contribute to the development of key performance indicators for the successful assessment of individual and work area's success
- Support aspects of Research and Development activities, collating information, analysing data and reporting findings

#### **Leadership and Management**

- Effective line management of business support and other administrative staff (if applicable) and management of administrative functions to ensure flexibility and capacity to meet the needs of Public Health Microbiology Services.
- Support the Head of Business Operations and Senior Business Manager in Business management in conjunction with the Scientific leads, in the coordination of training, development and recruitment activity across the Public Health Microbiology Services sites.
- Manage staff (if applicable), undertaking appraisals, recruitment including progressing any disciplinary or capability issues, as necessary.
- Support the development and planning around the staff survey.



## Business Operations Manager -SEO– UKHSA

### Person specification

Description	Essential	Desirable	Assessment
<b>Qualifications</b>			
Educated to degree level in relevant subject or equivalent level qualification or significant experience of working at a similar level in this area	√		A
Qualification or equivalent relevant experience in Project Management such as: <ul style="list-style-type: none"> <li>• PRINCE2 Practitioner</li> <li>• APM Project Management Qualification</li> </ul>		√	A
<b>Knowledge and experience</b>			
A good working knowledge of the NHS and Local Government	√		A/I
Experience of leading and motivating a team	√		A/I
An understanding of and commitment to equality of opportunity and good working relationships, both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
Basic knowledge and awareness of how to systematically identify and monitor risks & issues, planning how to mitigate / respond to those risks and issues and implementing the responses.		√	A/I
Detailed knowledge and significant experience of clearly defining roles, responsibilities and accountabilities and establishing controls and approval routes, appropriate to each stage of the project to monitor project progress and compliance	√		A/I
Working knowledge and practical experience of how to identify and amend appropriate project frameworks and methodologies to enable a consistent and efficient approach to delivery at all stages of the project lifecycle	√		A/I
Basic knowledge and awareness of how to systematically identify, analyse and communicate with stakeholders, using appropriate channels, to ensure all those impacted by the change are engaged, taking account of their levels of influence and particular interests.		√	A/I



Working knowledge and practical experience of how to establish, plan and manage reviews at appropriate points during all stages of a project life cycle to provide evaluations of progress against time, cost, quality, compliance, and ongoing viability.	√		A/I
Basic knowledge and awareness of how to establish protocols to manage and document all requests that alter the scope of a project. This includes the capture, evaluation and approval or rejection of any requests		√	A/I
Basic knowledge and awareness of how to identify, share and promote best practices and lessons learned to create a culture of learning and good practice that supports continuous improvement to optimise project delivery.		√	A/I
<b>Skills and capabilities</b>			
Strong computer literacy including the development and use of PowerPoint, spreadsheet applications, databases and word-processing	√		A/I
Good written communication skills e.g., ability to draft policy/procedure documents, write reports/presentations and business cases	√		A/I
Knowledge and evidence of engaging, motivating and coaching others. To act as a role model and inspire and empower others.	√		A/I
Basic knowledge and awareness of how to work in an environment of uncertainty and continual change. Able to feel comfortable making decisions and setting direction without having the full picture and re-focus as details emerge. Can apply knowledge and techniques to reduce ambiguity.		√	A/I
Working knowledge and practical experience of how to establish and develop productive relationships with internal and external stakeholders, bringing people together to benefit the project.	√		A/I
Working knowledge and practical experience of how to promote the wider public good in all actions and to act in a morally, legally and socially appropriate manner always. Challenges unacceptable behavior.	√		A/I
Working knowledge and practical experience of how to influence, change and impact decisions with both internal and external stakeholders.	√		A/I
Working knowledge and practical experience of how to recognise, anticipate and effectively deal with existing or potential conflicts at an individual, team or strategic level.	√		A/I



Basic knowledge and awareness of how to create and present a compelling vision and set clear direction, that motivates others to work towards a common goal.		√	A/I
Working knowledge and practical experience of how to adapt to changing circumstances and adverse situations whilst remaining calm, reassuring others and maintaining performance	√		A/I
Working knowledge and practical experience of how to think of, research and apply new ideas and ways of doing things. Encourages and supports innovations from others, is willing to experiment and follow ideas through to implementation.	√		A/I
Basic knowledge and awareness of how to plan, lead and effect positive cultural change, securing commitment and buy-in and promoting a positive long-term vision. Recognizes when broader culture change is necessary to deliver a project.		√	A/I
<b>Equality and diversity</b>			
Good organisational skills and systematic approach to working	√		I
<p><b>*Assessment will take place with reference to the following information</b></p> <p><b>A = Application form      I = Interview      C = Certificate      T = Test</b></p>			



	Behaviours	Experience	Ability	Technical	Strengths
Essential	<ul style="list-style-type: none"><li>Analyse and use a range of relevant, credible information from internal and external sources to support decisions, communicating in the most appropriate style (I)</li><li>Make it clear to all team members that bullying, harassment and discrimination are unacceptable. (I)</li></ul>	<ul style="list-style-type: none"><li>Significant relevant experience working in a business support role, including experience of monitoring budgets and spend, using procurement processes. (A)</li></ul>	<ul style="list-style-type: none"><li>Ability to draft briefing papers and correspondence at a senior level (T)</li><li>Ability to deal with complex matters and difficult situations, requiring persuasion and influence. (I)</li><li>Ability to plan for long and short-term and adjust plans and resource to meet requirements (I)</li></ul>	<ul style="list-style-type: none"><li>Understanding or working knowledge of the public sector (and healthcare environments) (A)</li><li>Highly competent in a variety of software applications including Word, Excel, Outlook and PowerPoint Skype (A)</li><li>Educated to graduate degree level/NVQ6 level or equivalent experience (C/A)</li><li>Competent in ensuring the ordering of goods and services is in accordance with Civil Service policies and procedures and an understanding of procurement and business development processes (A)</li></ul>	<ul style="list-style-type: none"><li>You actively encourage and provide opportunities for others to share ideas and contributions. (I)</li><li>You think ahead to anticipate, identify and address any risks or problems before they occur. (I)</li><li>You are confident to lead a team and can effectively manage team dynamics to drive forward a shared goal. (I)</li></ul>
Desirable		<ul style="list-style-type: none"><li>Experience working in a public-sector organisation (A)</li><li>Experience of managing and motivating a team and</li></ul>	<ul style="list-style-type: none"><li>Able to successfully operate in a politically sensitive environment (I)</li></ul>	<ul style="list-style-type: none"><li>Knowledge of project principles, techniques and tools (C/A)</li><li>Ability to use digital tools and</li></ul>	





		<div>reviewing performance of individuals (A)<ul style="list-style-type: none"><li>• Experience of managing projects and reporting risk (A)</li></ul></div>		<div>understand where they can best be deployed. (A)</div>	
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You may be asked to complete a test, presentation or provide certificates as part of the selection process. T= test   A= application form   P= presentation   I= interview   C= certificate



### **ADDITIONAL INFORMATION**

In addition to the job specific requirements above this role will require adherence to the following:

#### **Performance Development and Appraisal**

All employees are required to partake in a monthly and quarterly review of their work. The process is described here: Personal development - Performance development and appraisals ([ukhsa.gov.uk](https://ukhsa.gov.uk))

#### **Code of conduct and revalidation process for professionally qualified employee groups**

All employees are required to work in accordance with their professional group's code of conduct and revalidation process as appropriate and relevant to their role (e.g., NMC, GMC, Department of Health Code of Conduct for Senior Managers, CIPD, etc.).

#### **Information governance**

UKHSA processes (collects, uses and shares) large volumes of data and information of different types and forms, including personal data about identifiable individuals. Information governance (IG) is about managing the risks to the confidentiality, integrity and availability of all this data and information.

UKHSA data and information must be managed in accordance with the requirements of data protection and related law, and best practice standards and guidance. As an employee, you are responsible for:

1) protecting the confidentiality of UKHSA data and information by: • complying with the Data Protection Act 2018 (incorporating the General Data Protection Regulation)

- complying with the common law duty of confidentiality, the Caldicott Principles and the NHS Code of Practice on Confidentiality when processing personal data

- complying with the policies, procedures and guidance in place to protect the confidentiality of UKHSA data and information, for example by: **Field Code** • only accessing the UKHSA data and information you have approval to use for your role, and not sharing this access to UKHSA data and information with anyone else

- not attempting to circumvent the managerial, procedural and technical security controls in place to protect UKHSA data and information

- not processing UKHSA personal data outside UKHSA office sites without approval

2) complying with the policies, procedures and guidance in place to protect the integrity (in other words, the accuracy and completeness) of UKHSA data and information, for example by: • only altering UKHSA data and information if you have approval to do so as part of your role

3) complying with the policies, procedures and guidance in place to protect the availability of UKHSA data and information, for example by: • complying with the policies, procedures and guidance on the secure and acceptable use of UKHSA ICT systems and equipment

4) complying with the law and UKHSA policies, procedures and guidance on the management of records, including the proper use of the Government Security Classifications.



5) reporting incidents affecting the confidentiality, integrity and availability UKHSA data and information, for example, unauthorised access to UKHSA data and information, or the loss or compromise of UKHSA ICT systems or equipment

6) completing the annual information governance training appropriate to your role

UKHSA reserves the right to monitor your access to UKHSA data and information, including your use of UKHSA ICT systems and equipment, in order to assure your compliance with data protection and related law, and with the UKHSA policies, procedures and guidance in place to support this.

Failure to comply with these requirements may result in disciplinary action being taken, and sanctions being applied up to and including your dismissal.

You are personally accountable for deliberate or avoidable data protection breaches.

Failure to comply with the Data Protection Act 2018 may result in you being reported by UKHSA to the Information Commissioner's Office, which may lead to criminal prosecution.

### **Conflict of interests**

UKHSA employees must not use their official position, or any information obtained through their role in UKHSA to further their private interests or the interests of others. This means any circumstances where there is, or could be perceived to be, a conflict of interest between the individual's role in UKHSA and any other business or private capacity interests that they are involved with, where the other interests could influence how an individual carries out their role.

In accordance with UKHSA Code of Conduct Policy and based on the requirements set out in the Civil Service Code, the Civil Service Management Code, you must declare all Outside Interests, both before commencing in-post and within ten working days of any addition or change. Outside interests, be they business, hobby or trade, must not compromise or conflict with the appointment and role in UKHSA.

A key test of whether an Outside Interest could be perceived to be a conflict of interest is where there is a risk that a fair-minded outside observer, acting reasonably, would conclude that there is a real possibility of bias.

A Conflict-of-Interest Declaration Form must be completed when joining the department and if there is the possibility of a conflict of interest whilst in-post. You must also inform your Line Manager whenever you make a declaration/register an interest.

In addition, the Policy requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public or voluntary organisation) or in any activity which may compete for any contract to supply goods or services to UKHSA. You must register such interests with UKHSA, either on appointment or within ten working days of whenever such interests are acquired.

You should not engage in these activities or outside employment without the written consent of UKHSA, which will not be withheld unreasonably. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interests and your UKHSA duties and that these do not bring, or potentially bring, UKHSA into disrepute.



### **Diversity**

An important part of our mission at the UKHSA is to help reduce health inequalities across the UK. The Covid-19 pandemic highlighted how certain groups are impacted negatively by health inequality, and we want to ensure we learn from these challenges. To do that effectively we need to continue building a talented workforce that represents the diversity of our population. Our ethos is to be an inclusive organisation for all our employees and stakeholders, where differences drive innovative solutions to meet the needs of our workforce and wider communities. This in turn produces more accountable and trusted public services and better decisions; better because they are more attuned to the needs and interests of all our communities, helping to address inequality. We are committed to ensuring our culture and ways of working allow all of our people to thrive at work.

### **Emergency Response**

Given the nature of the work of UKHSA, as a Category 1 responder, you may be required in an emergency, if deemed a necessity, to redeploy to another role at short notice. You may also be required to work at any other location, within reasonable travelling distance of your permanent home address, in line with the provisions set out in your contract of employment.

### **Health and safety**

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of yourself and others and ensure the agreed safety procedures are carried out to maintain a safe environment for service users, employees and visitors.

Centre/divisional directors - are responsible for coordinating health and safety activities in their centres/divisions and will determine the necessary management structure and arrangements. Directors will ensure that their actions and decisions at work reinforce the requirements of UKHSA's health and safety policy and arrangements.

Managers - are responsible for implementing the organisation's health and safety policies and arrangements and for ensuring that risk assessments, safe systems of work, control measures and employee training are up to date and effective. Managers will inspect premises, ensure accidents and incidents are reported/investigated and assist in auditing health and safety management arrangements.



All employees must comply with any health and safety training: report all accidents, incidents, illnesses and untoward occurrences to line management without undue delay and must not interfere with or misuse anything provided in the interest of the health, safety and welfare of other employees.

**Risk management**

All employees have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

**Safeguarding Children and Vulnerable Adults and Disclosure and Barring Service (DBS)**

**(If applicable)**

If the post holder is required to have contact with vulnerable adults or persons under the age of 18 then the post holder will be subject to a criminal record check from the Disclosure and Barring Service prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable. All employees must be familiar with and adhere to the UKHSA child protection and safeguarding adult and children's policies and procedures. Employees must comply with all statutory legislation and guidance relating to safeguarding children and vulnerable adults. All employees are required to attend child protection and safeguarding adults' awareness training, additional training and supervision regarding child protection relevant to their position and role.

Job description agreed with the post holder:

Employee signature: ..... Date:.....

Print name:.....

Manager's signature:..... Date:.....

Print name:.....