

Job description and person specification

Job title:	Service Manager
Band:	8a
Accountable to:	Executive Chief Operating Officer
Responsible to:	Senior Operations Manager

Thank you for considering a role at the [West Suffolk NHS Foundation Trust](#)

First for our patients, staff, and the future



Our **patients** are at the centre of everything we do. The quality of care that we provide is our driving force. We strive to deliver the best patient outcomes and experience in the most appropriate setting available. We are committed to joining up services locally, collaborating with our partners and supporting our staff to make continuous improvements – no matter how big or small – that challenge us all to raise our standards.

We believe our **staff** must take good care of each other, so together we can take good care of our patients. We aim to build a fair, open, and learning culture that is inclusive and supports all staff to develop their careers. We

want to be recognised as a great place to work.

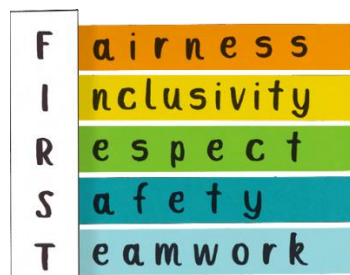
Advancing our digital and technological capabilities to better support the health and wellbeing of our communities is vital. We want to be at the forefront of these changes and have an opportunity to progress this through the planning of a new healthcare facility. Together with patients, public and staff, we will shape health and care services that are fit for current and **future** needs, helping people to stay well and get well.

Our values

We believe that how we do things is just as important as what we do.

Our Trust values of fairness, inclusivity, respect, safety, and teamwork (FIRST) are the guiding principles and behaviours expected of our staff and which run through our organisation.

We use them to improve the services we provide to our community and the way that we work as a team and with our partners. As a member of our team, you will need to live these values, placing them at the heart of everything you do.



[You can find out more about our vision and values by reading our five-year strategy **First for patients, staff, and the future** here.](#)

Job summary:

In conjunction with the Senior Operations Manager (SOM), the post holder will be responsible for the delivery of a safe, efficient and effective patient centred service within the Division at all times in accordance with national and local objectives and standards. The post holder will work with clinicians, matrons and managers to ensure the achievement of the Trust's strategic objectives.

To develop and maintain excellent professional working relations with Clinical Leads, SOM's, Senior Nursing Staff, Support and partnership staff to the Division, clinical staff and a range of key external stakeholders.

To work with clinicians, matrons and senior managers to ensure the achievement of the Trust's strategic objectives:

- As an active member of the Women and Childrens Division Management Team.
- To be responsible for the effective operational management of designated services within the Women and Children's Division of the trust.
- To identify strategic development and service change within the service, implementing where agreed.
- To ensure there is a robust performance management framework with the service.
- To represent the service and division at internal and external meetings where appropriate.

The Service Manager will deliver the relevant Trust targets, standards, KPIs and contractual requirements of GP commissioners, ensuring there is a robust performance management framework within the service. The Service Manager will represent their services and the Division at internal and external meetings.

Job responsibilities:

Key Tasks & Responsibilities:

1. Communication:

- Key working relationships:
 - Managers, team leads and administrative staff across the division and throughout the Trust
 - Clinical Directors, Lead Clinicians, Deputy Chief Nurse, Matrons and other clinical staff within the designated specialities
 - Trust Information and contracting Teams
- Facilitate improved communication within the service and between other Trust departments, clinicians, managers, ward and other staff.
- To ensure that all staff are aware of their responsibilities towards quality of patient care and

understand their contribution towards enhancing the standard of care and service, within allocated resources and established protocols.

2. Analytical and judgemental:

- Research, evaluate, plan and implement new ways of working and resource utilisation, in conjunction with clinical and non- clinical staff to include annual job planning and junior doctor rotation planning.
- Provide regular reports, explanatory data and action plans to rectify any problem areas to the SOM.
- Monitor, investigate and report on departmental performance spanning a broad range of issues, including incident trends, complaints, sickness absence and education & training.

3. Planning and organisational Skills:

- To assume operational responsibility for the provision and development of designated service(s).
- Supporting designated services to meet access targets e.g. RTT and cancer targets, and escalating challenges to service provision to SOM.
- To develop, in conjunction with the Women and Childrens Division, and other Trust departments or Divisions as appropriate; business and service plans ensuring that these correspond with Trust objectives and requirements.
- Ensure the service has robust plans for dealing with major incident events.
- To undertake ad hoc projects as requested by the SOM.
- To take part in the Divisional Manager of the Day rota as required.

4. Governance:

- To ensure the service complies with Trust policies, Standing Orders, Standing Financial Instructions and relevant legislation. To monitor and rectify any identified shortfalls in accordance with established procedures.
- Work within an overall framework of Clinical Governance.
- Develop and review departmental policies, procedures and guidelines to enable effective service provision and minimise risk.
- Implement Trust Policies such as Risk Assessment and Incident Reporting.
- To investigate and respond to complaints in accordance with the Trust complaints system.
- Provide regular reports, explanatory data and action plans to rectify any problem areas to the SOM.

- Work within the legal guidelines, for example Health and Safety, Manual Handling, Data Protection.

5. Finance and Resources:

- To monitor and manage, with the SOM & Finance Manager, the financial performance of the service ensuring appropriate controls are established and adhered to.
- To monitor and manage a delegated budget for the designated service(s).

6. Leadership and management:

- Ensure Trust Policies and Procedures are adhered to.
- Undertake staff recruitment, across all grades, when appropriate.
- Maintain comprehensive records of staff, including annual leave and absence monitoring.
- Identify and address performance and disciplinary issues.
- Ensure there is an IPR/appraisal programme in the service and that each member of the service has personal objectives.
- Ensure individual training needs are assessed and individuals have personal development plans.
- To participate in the Trusts Tactical Command rota and Divisional manager of the day role
- To represent the service and Division at internal and external meetings
- Contribute to the general management of the Trust as a member of the Medical Division, developing a shared understanding of and commitment to the Trusts strategic aims and objectives.
- Contribute to the strategic development of the Trust, participating as required in working groups, activities and contributing to reports etc.

7. Information Resources:

- Work with the SOM to develop and refine performance standards for the service, where available utilising national standards i.e. NICE guidance, NSF's, Quality, CQUIN etc.
- Monitor service performance and ensure that KPIs are met within allocated resources and agreed timescales.
- To report to the SOM, variance against performance targets and standards, providing further detail and action plans where necessary.
- To provide relevant, timely and accurate information and analysis to support the Senior Management Team and the Trust's management team in delivering informed, evidence based managerial decisions.

Person specification

Requirements	Essential	Desirable	Evidence
Education and qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent Management qualification or equivalent experience 	<ul style="list-style-type: none"> MBA or post graduate management qualification 	Application / Interview
Experience and knowledge	<ul style="list-style-type: none"> Experience working in NHS secondary care Experience working at Service Manager level Experience with annual job planning Experienced leader of staff Working in a multi-professional environment Business planning Financial management Project management Process re-design Staff management Understanding of government agenda and targets Change management Competent user of IT 	<ul style="list-style-type: none"> Experience of designing/ improving business systems and processes Project management experience Experience with annual consultant job planning Experience with medical staff 	Application / Interview / References
Skills and abilities	<ul style="list-style-type: none"> Ability to build effective working relationships Analytical and report writing Excellent interpersonal skills Good written and verbal communication skills Presentation skills Commitment to staff development Proven change management skills 	<ul style="list-style-type: none"> An understanding of the NHS locally and key policy issues that affect business performance 	Application / Interview / References

	<ul style="list-style-type: none"> • Excellent time management skills • Effective delegation • Excellent communication skills with multi-disciplinary groups • Chairing meetings 		
Personal qualities	<ul style="list-style-type: none"> • Ability to inspire and enthuse others • Innovative approach to change and modernisation • Ability to be assertive but diplomatic • Professional attitude • Interest in personal and professional development • Organised but able to cope with frequent interruptions • Team player • Ability to cope under pressure • Delivers against objectives • Flexible approach to working hours/duties 	<ul style="list-style-type: none"> • Commercial acumen • Political awareness – ability to perceive impact of actions on the decisions and activity of others 	Interview / References

GENERAL NOTES

CHANGES TO JOB DESCRIPTION

The duties outlined above are subject to changes, after consultation with post holder, which meet the needs of the service as a result of the full implementation of the Trust Plans.

INFORMATION TECHNOLOGY

Staff are expected to develop the IT skills necessary to support the tasks included in their post. They will, therefore be required to undertake any necessary training to support this.

MAJOR INCIDENTS

The post holder is required to conform to the Trust's Policy, Strategy, Plans and Procedures for Business Continuity Incidents, Critical Incidents and Major Incidents (including for Security and Fire incidents), and is to contribute to the planning for such events. This is to apply to all Trust areas of responsibility, including the Community. Furthermore, the post holder is to attend mandatory training sessions and validation exercises as required.

HEALTH AND SAFETY

West Suffolk NHS Foundation Trust recognises the importance of having happy, healthy staff in order to deliver the outstanding care we are so proud of. The Trust offers a wide range of benefits to help staff maintain and improve their health and wellbeing. The post-holder will be expected to prioritise their own health and to make use of the facilities and services available to them. Every member of staff also has a responsibility to contribute to creating a happy, healthy work environment for others and to look out for colleagues' health and wellbeing.

QUALITY IMPROVEMENT

Continuous quality improvement is a core responsibility for everyone. Every member of staff's work ultimately impacts upon the quality and safety of the care we provide. All staff are expected to participate in continuous quality improvement in their immediate work areas. Training and support is provided.

FREEDOM TO SPEAK UP / TO IMPROVE

It is the pledge of the West Suffolk NHS Foundation Trust to never walk by an opportunity to make things better for staff, patients and relatives. It is the responsibility of all staff to highlight any areas of concern.



opportunity
to highlight

CONFIDENTIALITY

In the course of their duties employees will have access to confidential material about patients and members of staff. On no account must information relating to patients/staff/individuals be accessed by **anyone** unless there is a legitimate reason, for example, medical staff in relation to direct patient care, investigation of a complaint. If there is any doubt as to the whether access is legitimate, advice must be sought from the Information Governance Team. Breach of this policy will be regarded as gross misconduct and could result in disciplinary action.

INFECTION CONTROL

It is the personal responsibility of the post holder to adhere to the Trust policies and procedures outlined in the Infection Control Manual and any other Infection Control policies, procedures and practices which may be required from time to time.

NO SMOKING POLICY

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

EQUALITY, DIVERSITY AND INCLUSION

West Suffolk NHS Foundation Trust aims to ensure that no employee or job applicant receives less favourable treatment because of their age, disability, ethnicity, race, colour, nationality, ethnic or national origin or on the grounds of gender, gender reassignment, marital or civil partnership status, pregnancy and maternity, religion or belief, sexual orientation; or is disadvantaged by conditions or requirements which are not justified by the job to be done.

This also applies to patients. The Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

DATA QUALITY

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: accurate, legible (if hand written), recorded in a timely manner, up to date and appropriately filed.

FREEDOM OF INFORMATION

As an employee of the Trust, you are required to recognise a request from the public for information in accordance with the Trust's Freedom of Information Policy. All requests must be sent to the Information Governance Team.

INFORMATION ASSET OWNERS (IAO)

All Corporate Managers & Heads of Department are expected;

- To understand how information assets in their departments are used and for what purposes
- How information is created, amended or added to over time
- Who has access to the information and why
- Who the information is shared with and how
- Carry out any risk assessments regarding the safe handling of information
- Ensure that staff are aware of Information Governance policy regarding handling of information

More information is available from the Head of Information Governance.

CODES OF CONDUCT FOR NHS MANAGERS

Managers are required to carry out their duties in a manner which complies with the Codes of Conduct for NHS Managers Directions 2002.

STANDARDS OF BUSINESS CONDUCT & CONFLICT OF INTEREST

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the register of interests either on appointment or when such interests are gained. All employees are required to ensure they understand and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

FRAUD, BRIBERY AND CORRUPTION

The Trust has a zero-tolerance stance towards any acts of Fraud, Bribery and all staff should make themselves fully aware and understand the contents of the Trust's Fraud and Anti Bribery Policies. Any such activities will be subject to disciplinary and/or criminal action by the Trust.

STANDING FINANCIAL INSTRUCTIONS

All staff must comply with the Trust Standing Financial Instructions when committing the Trust to expenditure, including staff related costs.

SUSTAINABILITY

In supporting the Trust's policy on Carbon Reduction it is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computer monitors and equipment when not in use, minimising water usage and reporting faults promptly.

ACTIVE TRAVEL

The Trust supports the Cycle2Work scheme which helps an employee acquire a bike and safety accessories to the value of £1000, through their employer. An employee could make up to 42% savings on a brand new bike and safety accessories as they will not have to pay any tax on the benefit. There are 246 cycle storage spaces on the West Suffolk site.

See the travel pages on the intranet for further details.

NHS FOUNDATION TRUST

Employees of West Suffolk NHS Foundation Trust automatically become staff members of the Foundation Trust, unless they choose to opt out. On leaving the Trust, individuals automatically transfer to public membership, subject to their remaining in the catchment area, unless they request not to do so.

POLICIES AND PROCEDURES

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which the Trust may amend from time to time.

COMMUNITY STAFF

This also includes the policies and procedures that were in place for the community staff before they transferred into West Suffolk NHS Foundation Trust.

REVIEW & MONITORING

This policy and procedure will be reviewed and monitored annually by the Executive Director of Workforce and Communication in consultation with Trust Council

WEST SUFFOLK NHS FOUNDATION TRUST
TERMS AND CONDITIONS OF EMPLOYMENT

Band 8a Salary Scale:

Entry Level	£50,952 pa
Increment 1	£50,952 pa
Increment 2	£50,952 pa
Increment 3	£50,952 pa
Increment 4	£50,952 pa
Increment 5	£57,349 pa

Pro rata for part time

Until such time as local pay determination policies have been agreed by the Trust and implemented, the Trust will, in determining the salary, take due account of the pay rates for this post, in NHS employment and any changes to those rates which the Secretary of State for Health may authorise from time to time.

New entrants will normally enter the salary scale at the minimum of the scale.

HOURS OF DUTY: See NHS Jobs advert

ANNUAL LEAVE: 202.5 hours per annum plus public holidays (This is the annual leave entitlement for **full time employees who are working 37.5 hours per week, with minimum NHS Service** and will be pro rata for part time employees)

PENSION SCHEME: All staff are eligible to join the NHS Pension Scheme. Under the scheme, contributions are deducted at source from salary. Deductions will automatically be made for eligible employees unless they opt formally to withdraw from the scheme. In order to opt out, employees should contact the Pensions Administrator at NHS Shared Business Services on 0844 931 2005.

PERIOD OF NOTICE: Three months

TERMS AND CONDITIONS OF SERVICE: All terms and conditions of service are laid down by the West Suffolk NHS Foundation Trust, details of which can be seen in the HR Department.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS: The Trust is committed to carefully screen all successful applicants who will work with children or vulnerable adults via the Disclosure and Barring Service (DBS police check). These applicants will be informed during the interview process of the screening procedure.

RETIREMENT POLICY: The Trust does not operate a compulsory retirement age for its employees and is committed to equal opportunities for all employees.

The Trust operates a flexible retirement policy and employees may voluntarily retire at a time of their choosing. Employees should inform their

Line Manager in writing of their intention to retire, giving contractual notice in accordance with their contract of employment.

Written notification should be given even if the employee intends to return to employment with the Trust after accessing their pension.

Employees should consider their pension provision and take independent financial advice before making any decision in relation to their retirement. Employees need to give the NHS Pensions Agency a minimum of five months notice of their intention to retire and access their pension.

LEASE CAR INFORMATION:

The Trust operates a Lease Car policy, dependent on department facility, for those staff required to travel on Trust business in excess of 3,500 miles per year. If your department offers a 'business only' car, this can be provided at no cost and alongside managers discretion, or you can select a vehicle of your choice if you wish to have private use, and the appropriate charge will be made. Mileage will be paid at the Agenda for Change standard rate whilst waiting for delivery of your vehicle and, if you choose not to have a Lease Car, your business miles will be reimbursed at the rate of 24 pence per mile.

SOCIAL AND GENERAL:

The West Suffolk Hospital has two shops on site. Reasonably priced meals and snacks are available in the staff restaurant, and Courtyard Café. The hospital is sited in landscaped grounds and adjoins Hardwick Heath.

There is a swimming pool available to all staff at a subsidised rate, at the Moreton Hall Health Club. For further details, please refer to the Intranet.

The Trust has partnered with Abbeycroft Leisure to fund all staff free access to Abbeycroft Leisure centre activities; including Abbeycroft@home (live online and on demand group exercise classes) group exercise classes, gym and swim sessions, courts and pitches.

Abbeycroft@home offers live classes streamed every day, whilst the on-demand library of sessions are available to watch whenever you want. Classes include Zumba, clubbercise, Les Mills and much more.

CHILDCARE:

The Trust has an on-site Nursery, 'Busy Bees', accepting children from three months to five years. Enquiries can be made to the Manager by email to westsuffolk@busybees.com.

April 2023

Human Resources and Communications Directorate