JOB DESCRIPTION

POST TITLE: Business Development Manager

BASE: PPH

BAND: 7

LINE MANAGER: Head of MH Inpatient Services

PROFESSIONAL ACCOUNTABILITY: Head of MH Inpatient Services

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care**.
Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

Working alongside the Head of Inpatient Services you will support the effective management and delivery of the service by taking the lead on information and performance requirements, with accountability for the business and administrative function across the operational teams.

You will create and promote cohesive practices and procedures relating to data systems, data collection and recording, and contribute towards the service meeting its annual targets.

RESPONSIBILITIES

To have a broad and highly detailed understanding of the workforce systems and processes, including eRostering and SafeCare systems, in order to ensure the system is configured and used in the most efficient and effective way, and act as the user expert for the In-Patient Services.

Working with the finance team, support the In-Patient Teams to manage their financial positions alongside Human Resources, recruitment support and Information Technology systems.

Map current workforce utilisation and processes against best practice processes, identifying key areas of change, opportunities or issues for the organization, implementing an effective solution working in collaboration with the central services and operational teams.

To work in collaboration with system users to trouble shoot, communicate and support continued improvements in our workforce productivity and system related processes.

Report and present findings relating to key performance indicators for the In-Patient services.

To be responsible for supporting the Managers in the successful execution of key processes including the finalisation of rosters for payroll, and reporting to support adherence to Agenda for Change and relevant policies.

Develop standard work documents covering all workforce productivity within Prospect Park Hospital.

Produce, in some cases highly sensitive, correspondence, reports, presentations, project plans and spreadsheets according to the timelines required. This will include the support of whistleblowing investigations, counter fraud investigations and FOI requests.

Work with teams gaining a high level understanding of how they operate, in order to analyse and develop the most appropriate eRoster outputs and set up options, undertaking regular roster reviews with the ward manager.

Have a sound knowledge of NHS Terms and Conditions, Working Time Directive rules and other relevant terms and conditions, policies and procedures.

Leadership:

To plan workloads, lead work streams as required, as well as line manage staff on a day to day basis including recruitment and selection decisions, personal and career development, setting and reviewing appraisals, management of disciplinary, grievances and sickness absence management.

Lead, support, value, motivate and challenge others to deliver positive outcomes.

You'll be an administrative subject knowledge expert and provide advice to the senior management team and administration colleagues on the processes relating to IT, HR and Finance systems.

You will communicate with personal credibility in order to foster effective and lasting relationships, liaising confidently and effectively with all levels of staff within the Trust, including patients and visitors, voluntary and external organisations about matters where highly developed communication skills are needed, such as persuasion, influence or negotiation, or where there are opposing views.

Confidently present data to a variety of audiences, some of which may be senior, in an engaging and insightful way. You'll answer complex questions about the content of the data and its application to the wider service, influencing decision making within the service and beyond.

You'll work collaboratively with other teams within the Trust and partner organisations to enhance opportunities for integration; maximising the use of service metrics to identify opportunities for efficiency.

Personal Development and Managing Self:

Participate in the annual appraisal and personal development process. Measure personal, team and service goals and ensure they align to the wider organisational goals and strategic objective.

Attend appropriate mandatory training in line with the requirements of this post.

Communication and Engagement:

To work closely and build effective relationships with a number of internal and external stakeholders such as Human Resources, Finance, IT, ERoster Team, Safe Staffing Temporary Staff and NHSP and the In-Patient Operational teams.

Capture staff views on how the system could be adapted in terms of usability and analyse themes working with the appropriate central services and ERoster Team Manager to develop solutions where required.

Information

You will be accountable for the analysis, interpretation and presentation of highly complex data to inform the strategic planning and development of the service. With the Ward Managers and Senior Leadership Team, you will implement and support action plans to meet the requirements of the service.

You'll be accountable for the provision of high-quality clinical and non-clinical activity information and operational reports, providing advice and support in line with the Trust's corporate requirements. You will make improvements to ways of working to efficiently and effectively meet service needs, both now and in the future.

You'll be responsible for the delivery of administrative processes, and the development and maintenance of systems to collate data, making sure effective risk assessments are in place, including maintenance of the local Risk Register in line with national and local policy and procedures.

You'll delegate data collection, collation and analysis to other members of the team as appropriate and oversee the collation of reports.

Service Development

Assist the Senior Leadership Team and Ward Managers with the implementation of service reviews and initiatives to support the Service in achieving its quality and performance targets by eliminating bottlenecks, improving the accuracy of data.

Financial Management

You will be accountable for monitoring agreed budgetary levels, identifying any cost pressures or savings within the services. You'll be responsible for making suggestions to improve efficiencies and monitoring the effectiveness of any measures implemented.

You'll be expected to deputise for the Head of In-Patient Services at budget meetings.

People Management

Responsible for supporting recruitment for the service, for planning and allocation of staffing and other resources to meet current and future service needs as required and contribute towards service workforce planning.

Take swift and appropriate action in response to any breakdown in inclusion, to foster a culture of inclusivity where people feel able to report discrimination or bias.

GENERAL
1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.

2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.

3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY
We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS
We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE
We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
	Application Form **Essential or Desirable**	I**nterview** **Essential or Desirable**	**Selection** **Tool**
Education/Qualifications/Training • Business or Administrative qualification (NVQ 5 in Business & Administration or equivalent) • Relevant short courses/training/certification, for example in business or administrative skill.	D D		A A
Continuous Professional Development • Evidence on continued professional development	D		A
Previous Experience • Significant experience of working in a business or administrative role, managing an administrative function and with responsibility for the operation of the administrative support to one or more business function(s). • Excellent knowledge and experience of using a variety of IT packages (such as MS Office) and other electronic systems (RiO, ESR, Dragon Software, etc.) • Substantial demonstrable experience of working in a performance and information capacity including database management in a busy office and/or care environment. • Experience of line management and supervision of staff	E E E E	 E E E	A/I A/I A/I A

including performance and absence management.			
• Experience of project planning and managing data for performance & reporting purposes	E	E	A/I
Knowledge, Skills & Abilities			
• Demonstrable specialist knowledge of business and administrative practices across a variety of settings and disciplines.	E		A
• Advanced keyboard skills ensuring a high level of concentration, accuracy and speed	E	E	A/I
• Excellent organisational and skills with ability to plan and prioritise workload	E	E	A/I
• Ability to analyse, interpret explain and present highly complex data in a meaningful, concise and relevant way	E	E	A/I
• Ability to empathise, be supportive and sensitive to the needs of others	E	E	A/I
• Ability to use a practical problem solving approach in everyday situations and to motivate and influence others when working directly with In-patient service staff.	E	E	A/I
• Work effectively within a team and manage others' workload	E	E	A/I
• Able to communicate highly complex information with a wide range of stakeholders – patients, public, clinical and managerial, both verbal and written	E	D	A/I
• Ability to embrace and quickly adapt to new technologies and new ways of working	E	E	A/I
• Ability to effectively prioritise and manage a varied and demanding workload to meet urgent deadlines	E	E	A/I
Additional Requirements			
• Ability to travel between sites as required	E		A

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