

JOB DESCRIPTION

POST	Operational Manager
ACCOUNTABLE TO	Divisional Director Surgery
REPORTS TO	Service Manager
CONTRACT AND PAY SCALE	Agenda for change Band 5

Job Summary:

The Operational Manager is an integral part of the overall Divisional management structure and will support the Service Manager and the Assistant Service Manager role.

The Operational Manager will be responsible for the day-to-day administration and clerical services within designated clinical service lines. The Operational Manager will work closely with the Service Manager and Assistant Service Manager (where applicable) to ensure leadership to the administration and clerical teams is in line with the strategic direction of the clinical service lines and supporting the management of day to day service issues.

This post will be responsible for a number of key areas within the Division:

- Responsible for the achievement of key finance and operational performance across administration and clerical teams.
- In conjunction with the Service Manager and Assistant Service Manager (where applicable) support operationally within the division and clinical service lines on a day to day basis.
- Be responsible for communication and engagement with staff across the administration and clerical teams. To support the development and promotion of the Trust vision and values widely within the service/care group.
- Ensure that the clinical teams are managing their 18 week RTT waiting times in an efficient and effective way.

Main duties and Responsibilities

Performance Management

- Ensure effective processes and procedures are in place to monitor and track performance within the service line against the Division dashboard and Corporate Report.
- Where required, work within a weekly rota to ensure there is representation at the three daily bed meetings and work within own team to support patients coming into the Trust.
- To provide day-to-day operational management of Trust's access targets, 18 weeks, cancer and diagnostics through appropriate implementation of the Trust's Access Policy.
- Organise where appropriate, additional capacity as required with meticulous planning to ensure that all elements of service provision are considered to ensure capacity is maximised.
- Support the Service Manager and Assistant Service Manager (where applicable) to ensure delivery of key performance targets within service group.
- To support the Service Manager and Assistant Service Manager (where applicable) to co-ordinate the operational management of services to ensure that all services provide high quality, effective services in an efficient manner.
- Ensure effective running of all aspects of the service line with management of waiting times in line with local and national targets.

Risk & Governance

- To support the implementation of effective systems, control processes and risk management arrangements of the Division.
- Support conflict resolution from patients, staff, suppliers and other internal and external service providers and partner organisation in the service.
- To investigate and respond to PALS in line with Trust Policy.
- To ensure that issues and risks are identified.

Human Resources

- Managerial responsibility for all admin and clerical staff within the care Group/service line.
- Set objectives and review performance of all staff reporting to post holder, identifying individual training and development needs and promote continued personal and professional development.

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- Manage sickness, disciplinary and performance issues in line with Trust Policies.
- Ensure compliance with all relevant Trust Policies and Procedures.
- Recruit and induct medical and admin and clerical staff in line with Trust Policies and Procedures.
- Anticipate admin and clerical staff shortages and take action to minimise the impact of these on service delivery.
- To process HR policies in order to recruit, retain and manage personnel on an individual basis e.g. disciplinary / grievance procedures. Manage sickness absence in accordance with Trust policies.
- Complete personal development planning process with direct reports and ensure PDRs are completed for all staff within service area. Ensure local training needs are identified and incorporated into the Division training plan and service plan.
- Ensure compliance with Trust and local targets for statutory and mandatory training.
- Implement and manage local systems for communication with staff, review their effectiveness, ensure staff are up to date with and understand Trust and departmental developments. Ensure all staff in service area are incorporated effectively into communication system.

Financial Management

- Work in conjunction with the Service Manager and Assistant Service Manager (where applicable) to manage and monitor performance so that the administration and clerical team meets its financial and operating targets.
- Manage and monitor the budgets for the administration and clerical teams that the post holder is responsible for, ensuring there are monthly meetings in place with the divisional management accountant.
- To support the Service Manager and Assistant Service Manager (where applicable) deliver cost improvement initiatives to support the Division annual CIP target and improve efficiency, ensuring all proposed changes have a Quality Impact Assessment.

Strategy and Service Improvement

- Participate in Trust and Division-wide programmes that contribute to the transformation of patient services.
- Ensure that there is an understanding of the strategic objectives of the division on an annual basis in line with the strategic direction of the Trust, and be able to articulate this to our administration and clerical teams.

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- Keeping the teams up to date with all aspects of technology that impact on their operational practice, including a good understanding of how to implement digital dictation, the GDE agenda and being able to facilitate that with the clinical teams as and when required.
- To work with the Informatics/Business Intelligence team to collate information to support service development/improvement including reviewing KPI's and activity performance.

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Our values:



We pride ourselves on the quality of our care, going the extra mile to make Alder hey a safe and special place for children and their families.



We are committed to continually improving for the benefit of our patients.



We are open and honest and engage everyone we meet with a smile.



We show that we value every individual for who they are and their contribution.



We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance.

Values Based Behaviour's

Respect:	We show that we value every individual for who they are and their contribution
Excellence	We pride ourselves on the quality of our care, going the extra mile to make Alder Hey a safe and special place for children and their families
Innovation	We are committed to continually improving for the benefit of our patients
Together :	We work across the Alder Hey community in teams that are built on friendship, dedication, care and reassurance
Openness:	We are open and honest and engage everyone we meet with a smile

PERSON SPECIFICATION

Job Title: Operational Manager

AFC Band: 5

	ESSENTIAL	DESIRABLE
1. Education and Training	<ul style="list-style-type: none"> Educated to degree level or equivalent experience 	<ul style="list-style-type: none"> Undertake in-house training courses within the Trust to enable the post holder to develop effectively within the role.
2. Experience and knowledge of	<ul style="list-style-type: none"> Knowledge and experience of managing and monitoring patients on the 18 Week RTT Pathway Demonstrable experience in an administrative & clerical role within a healthcare setting Demonstrable experience at supervisory level Experience and evidence of managing change 	
3. Skills	<ul style="list-style-type: none"> The ability to enthuse, motivate and involve individuals and teams, and have them understand the Trust's and your performance expectations A commitment to improving patient services through the ability to sustain a clear performance focus on achieving demanding goals Ability to manage multiple priorities to ensure key operational and performance indicators are met IT literate with ability to use all Microsoft Office applications 	
4. Personal	<ul style="list-style-type: none"> Demonstrable inter-personal and communications skills 	

Attributes	<ul style="list-style-type: none">• High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude• Strong sense of commitment to openness, honesty and integrity in undertaking the role	
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Mandatory Statements

1. As an organisation which uses the Disclosure and Barring Service (DBS) Disclosure service, the Trust complies fully with the DBS Code of Practice and undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

We meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all job applicants will be subject to a criminal record check from the Disclosure and Barring Service before an appointment is confirmed. This will include details of convictions cautions and reprimands, as well as 'spent' and 'unspent' convictions. A criminal record will not necessarily be a bar to obtaining a position. A decision will be made depending on the nature of the position and the circumstances and background of the offences.

2. The Trust is pro-diversity and anti-discrimination. Trust policies prohibit discrimination, victimisation, bullying or harassment. The Trust is committed to treating people equally, whether they are patients, colleagues, suppliers or other customers. We would like all our families and staff to feel valued and respected because we try to understand and provide for their individual needs.
3. The Trust is committed to promoting an environment that embraces diversity and promotes equality of opportunity.
Staff should apply the values of respect, excellence, innovation, togetherness and openness in all that they do to ensure that Alder Hey truly belongs to everyone.
4. In the course of your duties you may acquire or have access to confidential information which must not be disclosed to any other person unless in the pursuit of your duties or with specific permission given on behalf of the Trust. You must ensure that you handle personal information in accordance with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018
5. You are reminded that, in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and are required to co-operate with the Trust in meeting statutory requirements.
6. You must ensure that you adhere to the Trust Infection Control policies and procedures at all times. You have a duty of care under the Health Care Act to prevent the spread of infection.

7. Within the NHS, good patient care is reliant on the availability of complete, accurate, relevant and timely data. The quality of information can limit the capability to make operational decisions about the way care is planned, managed and undertaken. Poor information quality can lead to poor decision making and may put service users at risk. High quality information means better, safer patient care. Where you are required to record data on systems, whether patient or staff data, or paper or electronic format you must ensure that it is up to date, accurate, complete and timely. You have a responsibility to ensure that you feel sufficiently knowledgeable about the system you are asked to use and what is required of you in order to fulfil your task accurately. Where an error is created or discovered by yourself on any system which you cannot rectify, you must contact the relevant helpdesk / system owner or your Line manager. Please read the Data Quality and Information Governance Policies located on the Intranet and ensure you understand your responsibilities.
8. Alder Hey Children's NHS Foundation Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Staff have a responsibility to ensure they are aware of specific duties relating to their role and should familiarize themselves with the Trust's safeguarding and child protection procedures, regular safeguarding and child protection training updates are mandatory for all staff. All individuals will have some risk management responsibilities with which you are required to comply, for details of your responsibilities please refer to the current Risk Management Strategy which is available on the intranet and in the local strategies folder.
9. You must comply with all Trust policies and procedures and attend all necessary mandatory training.
10. As an employee of the Trust you will be accountable for the data entered into records and systems. It is very important that the Trust records the most up to date patient demographic details, including full name, D.O.B., address, contact number, NHS number, GP and GP Practice. This is not only to fulfil our legal obligation under Data Protection legislation, but it is also crucial in ensuring patient safety.
11. All staff should take ownership of records that are accessed and take the opportunity to check that the data held is correct.
12. This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties.
13. Your job description will be subject to regular review with your Line Manager.