

Job Description

JOB TITLE: Associate Specialty General Manager

DIVISION: Family Health

GRADE: Band 7

REPORTS TO: Specialty General Manager - Nottingham Children's Hospital

ACCOUNTABLE TO: General Manager - Nottingham Children's Hospital

VALUES AND BEHAVIOURS



ABOUT NUH

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes.

We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

JOB SUMMARY

The post holder will work with the Business Unit Management Team and Family Health Leadership Team to manage the services to achieve the Trust's vision of being 'Outstanding in health outcomes and patient and staff experience. The post holder will be responsible for providing business support for the services within the business unit. The role includes aspects of operational and performance management as well as service development to ensure that the service achieves its performance objectives.

KEY JOB RESPONSIBILITIES

Under the direction of the GM and Deputy GM, SGM, Business Unit and Family Health Leadership Team:

Leadership

1. Support the Specialty General Manager in providing strong, visible leadership within the services.
2. Support the Business Unit in driving through delivery of ambitious targets to continually improve performance within the services.
3. Apply new and innovative approaches to systems and processes to maximise the organisational efficiency of the services.
4. Ensure line reports are clear about what is expected and are working together in successful teams to achieve the Trusts' vision.

Financial and Resource Management

1. To take a lead role in business management for the Business Unit.
 2. Both individually and as part of the Business Unit, to contribute to the development and implementation of the Division and Trust Financial strategy.
 3. Advise the Specialty General Manager and other delegated budget holders within the Business Unit to facilitate overall budget performance management.
 4. To audit and understand service delivery as background to managing financial flows and financial performance.
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5. To provide expert advice to the Business Unit and the Family Health Leadership Team with respect to the impact of Payment by Results/changes in commissioning on the financial stability of the services e.g. identifying implications on future income streams and taking appropriate action to mitigate any adverse impact and/or secure benefit from any opportunity.
6. Work together with the Speciality General Managers to develop systems for negotiating resources and activity for SLAs and internal recharging within an internal market framework.
7. To analyse and monitor the financial performance of the Business Unit, recommending corrective action where necessary and ensuring that staff at all levels understand the budgetary constraints and their role in contributing to improved financial performance.
8. To provide financial expertise to the Business Unit; to work with Corporate Financial Services to develop and agree Reference Costs. To identify and instigate systems for financial benchmarking.
9. Along with the Speciality General Managers, assist the management of the income and expenditure systems for the services including ensuring activity is recorded and that robust systems are in place to control day to day expenditure and support the delivery of financial efficiency schemes.
10. To assist in the production of detailed and costed Business Cases for service developments. To determine financial impact and/or manage expectations as necessary
11. Assist the Business Unit in the development and implementation of cost improvement schemes through service redesign, cash releasing schemes and income generation and ensure that service delivery is managed within financial and budgetary constraints
12. To implement and ensure adherence to Standing Financial instructions and Standing Orders, Written Financial Procedures and standards of business conduct within the Business Unit.

Performance Management

13. To take responsibility for the effective planning and scheduling of Business Unit's finance, access, and activity targets, and to be responsible, as a member of the Business Unit for the delivery of these targets.
14. Record and monitor performance against local and national targets as required.
15. Work with the Deputy General Manager to rectify any blockages to performance.
16. Provide regular performance reports to the Business Unit General Manager
with assurance that appropriate follow up actions will be completed.
17. Monitor standards for administrative functions, including data quality, turnaround times and communication with GPs and use resources flexibly to address any variances.

Service Delivery

20. Assist in the provision of information to support the efficient running of the Business Unit.
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21. Assist in the interpretation of complex data to produce detailed, concise reports and models to assist the business unit with decision making for service improvement.
22. Work closely with other services in the Trust to ensure delivery plans are compatible and to maximise opportunities for more efficient ways of working.
23. As a member of the Business Unit help drive through the delivery of targets to continually improve performance within the service.

Governance and Risk

26. Assist the Management Team in assessing financial risk suggesting ways by which this can be reduced
27. With the Business Unit promote a culture where governance and risk management are seen to be everyone's responsibility.

Communication

28. Establish excellent two-way communication with other managers in the Business Unit, Family Health Division, the Trust and wider healthcare community to assist the Management team in ensuring that services are integrated.
29. Regularly meet with clinical and non-clinical staff to ensure they remain engaged in the Trust's vision for delivering excellence in everything we do.
30. Ensure that good practice is rapidly shared within the Service and wider organisation where appropriate.
31. Ensure that all financial information is communicated clearly and concisely, using IT programmes to simplify communication of complex issues, e.g. financial and activity trends.

Human Resources and Development

32. Manage the operation of the Trusts' HR Policies such as Equality & Diversity, Discipline, Recruitment, Workforce Change for all direct reports within the service
 33. Regularly review the administrative workforce of the Services to ensure it has the right numbers and the right level of knowledge, skill and expertise to deliver services in the most efficient and effective way.
 34. Ensure that all direct line reports in the service are regularly appraised and have a personal development plan which supports the Trusts' vision and promises.
 35. Promote a culture where staff feel empowered and accountable for service improvement at a local level.
 36. Be a recruiting manager for the Business Unit
 37. Undertake HR investigations as required
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Education and Teaching

36. Ensure all direct reports in the Business Unit receive appropriate training and on-going development to enable them to competently and safely fulfil their roles
37. Ensure all direct line reports meet their statutory and mandatory training requirements.
38. Support the Services in providing opportunities for talent to be developed to ensure continuous service improvement.
39. Promote a culture of lifelong learning.

Other Duties

40. Represent the business unit and lead/contribute to Trust-wide initiatives and projects as required

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

For senior/clinical managers the following statement must also be included

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

WORKING CONDITIONS

Describe the post holder's normal working conditions (*such as exposures to hazards, requirement for physical effort etc*).

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: Clair Morley

Date: 28/03/2022

