

Job Description

Job Details	
Job Title:	Assistant Operational Manager
Business Unit:	Generic
Department/Ward:	Generic
Location:	Trustwide
Pay Band:	Band 7
CAJE No:	MAN0032
Main Purpose of the Job	
<ul style="list-style-type: none"> • To ensure effective leadership, management, co-ordination and control of a defined area within the directorate at an operational level. • To provide leadership support in the development of clinical and support services. • To actively support the OSM/senior manager in and contribute to the development of Directorate strategy and objective setting. • To support the achievement of objectives within both the Trust and Directorate. • To support the OSM/senior manager in the delivery of services so as to meet the performance targets for the Trust. • To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries. • To provide project management support for key projects as well as the collation and analysis of data to support development of services 	
Dimensions	
<ul style="list-style-type: none"> • To effectively support the management of the pay and non pay budgets of delegated areas. • Full line management responsibility for operational areas across a range of staff groups/disciplines and specialties. 	

Organisational Chart

Deputy Director

General Manager

**Assistant Operational Manager
(this post)**

1. Communications and Relationships

- The post holder is required to provide and receive a range of complex information ranging from financial issues, liaises with service commissioners, interpreting government policies in regards to service developments both within the organisation and with external partner agencies such as NHCFT, Social Services, SHA.
- Represent the Trust at external meetings.
- The post holder is responsible for disseminating information to staff and colleagues in regard to service or practice changes which may be met with hostility and requires good communication skills.
- The post holder is required to support the implementation of changes in service to improve patient care, this requires sensitivity, tact and persuasive skills. This may require presentations or discussions with individuals. Teams or large groups of staff both with the organisation or out with the organisation where the information may be deemed as contentious.
- The post holder is expected to challenge staff about behaviour and performance as necessary using tact and diplomacy. They provide support to staff and supervision where required.
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- Represent the Trust at external meetings.
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- The post holder is required to support the implementation of changes in service to improve patient care, this requires sensitivity, tact and persuasive skills. This may require presentations or discussions with individuals. Teams or large groups of staff both with the organisation or out with the organisation where the information may be deemed as contentious.
- The post holder is expected to challenge staff about behaviour and performance as necessary using tact and diplomacy. They provide support to staff and supervision where required.
- The post holder is responsible for dealing with disciplinary and grievance issues which requires sensitivity, tact and negotiating skills.
- The post holder is expected to communicate to a wide range of people including members of the public, staff, union representatives, commissioners, consultants, GPs on a range of complex issues.
- To chair meetings.
- To communicate effectively with all members of the multi-agency team in order to promote positive working relationships within the department, the Directorate, the Trust and any outside agencies.
- To communicate with external contractors regarding equipment, clinical trials, audits, IT equipment, BT networking supplies, telecoms.
- Able to demonstrate good negotiation skills when purchasing equipment.
- Must be able to demonstrate the English language proficiency level required for this post

2. Knowledge, Skills, Training and Experience

ESSENTIAL

- Professional qualification to degree level or equivalent experience.
- Excellent highly developed communication skills dealing with issues some of which may be contentious or sensitive and requiring negotiation and diplomacy.
- Proven leadership skills.
- Knowledge of a range of work procedures and practices acquired through either experience or formal training.
- Ability to manage a budget.
- Understanding of risk management issues.
- Demonstrated experience of meeting performance targets.
- Experience of managing a service or department and staff.
- Knowledge and experience of effective change management strategies.
- Knowledge and experience of community services and relationships in primary care
- Ability to analyse and interpret data or systems.
- Recruitment and selection training.
- Analytical skills – analysing and making judgments regarding hospital management out of hours.
- Planning and organisation of action plans re. staffing levels and bed management.
- Negotiation and influencing skills around deployment of staff and moving patients.
- A clear understanding of the importance of maintaining budget and financial control.
- Basic keyboard skills.
- Excellent time management skills, achievement of deadlines and performance targets,
- Skills in information technology.
- The post holder is required to manage their own time including prioritizing work to ensure Trust targets are achieved. This requires the post holder to plan and organise a range of activities.
- The post holder is required to use analysis on a daily basis to problem solve and to develop services. They are required to use both collated data, patient feedback and government policy to initiate service developments and improve standards. Analysis may be complex and include a number of factors which must be considered and planned for.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments
- It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

DESIRABLE

- Management qualification.
- Ability to manage stress and remain calm in highly emotive environments.
- Masters degrees or equivalent level of post grad qualification.
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods

3. Analytical Skills <ul style="list-style-type: none"> Responsible for analysing highly complex situations, including staffing issues, budgetary judgments and organisational changes. Required to make judgments, sometimes immediately on complex issues based on the acute situation at the time. Required to analyse facts and make judgments on sensitive issues which can impact on the delivery of direct patient care, ie complex patient complaints.
4. Planning & Organisational Skills <ul style="list-style-type: none"> Responsible for supporting the planning and organisation of all associated services within the operational area, long and short term plans and adjustment of plans Responsible for supporting business planning for specific projects. Expected to lead specific developments and organisation of projects. To lead the team discussions making recommendations on proposed and planned changes affecting clinical care. Abide by the legal requirements and statutory codes/rules relating to good practice. CNST – ensures all documentation and training needs are met and recorded with training co-ordinator to facilitate changes. To disseminate information Trust wide.
5. Physical Skills <ul style="list-style-type: none"> Keyboard work. Driving skills.
6. Patient/Client care <ul style="list-style-type: none"> The post holder oversees a number of services and is accountable for the delivery of direct patient services ensuring systems are in place to organise and co-ordinate care. The post holder manages the staff/services providing direct and indirect clinical care. To ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually and to ensure staff attend appropriate health and safety training. To ensure that the principles of patient, carer and public involvement and adhered to Care Act 2001 and the Trust's strategy for Patient Carer and Public Involvement. Managers should ensure mechanisms are in place to obtain feedback, implement lessons learnt, and share good practice throughout the organisation. To investigate complaints and implement changes in practice to improve the patient experience. This may include meeting patients and relatives directly to discuss concerns. Responsible for overseeing the running of out patient services, ensuring patients are seen within the performance target time frames. To provide support and supervision to ward managers and heads of departments. Respond and meet directly with patients with regard to enquiries, concerns and complaints. Developments of services with outside organisations and other trusts to ensure collaborative working across organisational boundaries to ensure the development of patient care streams. Contribute to clinical governance policies and development.

7. Policy & Service Development

- Responsible for ensuring performance targets are met.
- Responsible for policy implementation within the operational areas.
- Implements policies and protocols which may impact beyond own area and leads on service development on three hospital sites.
- Analysis of Data to assist in service development.
- To assist in the development of business plans based on assessment of need to develop or redesign services.
- To participate in trust wide policy development groups including IWL, Human Resources and Information Governance, commenting on and proposing policy changes which impact across the organisation.
- Represent Northumbria Healthcare at external meetings.
- Risk Management – to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies contributing to the directorate risk register.
- Expected to act as project lead for service developments as directed by the Senior Manager and OSM.
- Responsible for ensuring that staff implement trust policies and procedures.
- Managers have a duty to ensure that safe systems of work are used within their areas of responsibility; to investigate accidents and incidents: to arrange for risk assessments to be conducted annually; and to ensure all staff attend appropriate health and safety training.
- Reports the failure of mechanical problems of any items of equipment in line with Medical Devices Policy and takes remedial action.

8. Financial & Physical Resources

- Responsible for the financial control of pay and non pay budgets for a range of services.
- Authorised signatory for time sheets, expenses, invoices and charitable funds expenditure up to £ 5,000.
- Responsible for the development and monitoring of systems to control stock.
- Responsible for ensuring all departments utilise resources effectively including requirement, staff and time.
- Responsible for the security and maintenance of hospital buildings.
- Expected to contribute to the setting of directorate budgets by ensuring that the OSM and Senior Manager is made aware of the details within financial pressure.
- Holds budget, monitoring, control for department, procurement of capital equipment, supplies.
- To ensure all systems are in place for reporting the failure of mechanical problems of any items of equipment in line with the Medical Devices Policy. To ensure all teams deploy a skill mix of staff effectively over required service periods.

9. Human Resources

- Line manager for a number of services and departments and a range of personnel.
- Responsible for the allocation of staff to meet service needs and monitoring of workloads.
- Responsible for leading and developing the work force.
- Responsible for ensuring recruitment and selection processes are followed in all areas.
- Participate in the recruitment and retention of senior staff.
- Ensure staff attend mandatory training including Trust wide induction, local induction and child protection training.
- To promote the health of all staff.
- To ensure all staff receive an appraisal and appropriate training, directly undertaking appraisals where required.
- To monitor performance, sickness, flexible working.
- To deliver core HR advice as a line manager acting in accordance with personnel policies for sickness monitoring, disciplinary action, grievance performance monitoring etc, including investigation and participation in formal hearings.
- To act as directorate lead for Improving Working Lives.
- Responsible for initiating disciplinary procedures.
- Responsible for maintaining and expanding own knowledge.
- To participate in Trust appraisal scheme.

10. Information Resources

- To make sure all information on patient activity is recorded and submitted centrally.
- Responsible for taking and transcribing formal minutes.
- Responsible for ensuring staff adhere to information management guidelines.
- Responsible for ensuring staff use PAS and SystemOne or other data bases and comply with Trust procedures for maintaining confidentiality.
- Responsible for using computer programs to produce reports.
- Responsible for ensuring staff maintain confidentiality of records.
- Responsible for ensuring IR1s are completed and actioned appropriately.
- You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)

<p>11. Research & Development</p> <ul style="list-style-type: none"> • Responsible for ensuring statutory audits are carried out and actions implemented following these to improve patient care. • Undertakes audits to assess and develop services. • Responsible for assisting the OSMs in developing services to meet identified needs. • Responsible for reviewing services and protocols. • Facilitates the implementation of training programming to support change in nursing practice using research-based evidence.
<p>12. Freedom to Act</p> <ul style="list-style-type: none"> • The post holder is managed rather than supervised. They are the point of contact for other staff to seek advice and guidance in relation to issues. Advice is given based on established principles and policies. However, in some instances the post holder will be required to interpret broad policies and assess how to implement these, i.e. IWL, service developments, medical advise systems. • The post holder is required to make day to day decisions in relation to problem solving i.e. staffing issues and workload management independently. • The post holder deputises for the OSM in their absence. • To make decisions when trouble shooting for day to day problems e.g. staff shortages that may impact on patient care or meeting targets.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical –

- *Driving from site to site on a daily basis.*
- *Sitting in a restricted position for long periods of time, ie meetings or while responding to emails.*
- *Lifting equipment*
- *Occasional requirement for moderate physical activity.*
- *Frequent concentration on data analysis, writing reports, frequent interruptions, work pattern is unpredictable.*

Mental –

- *Attending meetings is a part of the job and requires concentration. There is frequent requirement for prolonged concentration.*
- *Preparing detailed reports or figures for business plans.*
- *Required to change from one activity to another across a wide range of services depending on highest priority.*

Emotional –

- *Frequently exposed to highly unpleasant working conditions.*
- *Dealing with difficult and distressing situations/circumstances on a daily basis ranging from upset patients or relatives making a complaint or staff being distressed as a result of personal or work issues.*
- *Managing expectations of staff across a number of disciplines*
- *Dealing with staff through the disciplinary process, sickness monitoring etc.*
- *Counselling staff in relation to performance or personal circumstances.*
- *Supporting staff when dealing with child protection issues and vulnerable adults.*

Working Conditions –

- *Verbal aggression from patients/visitors making a complaint.*
- *Some exposure to hazards when dealing with uncontrolled/unplanned situations.*
- *Driving on a daily basis between sites.*
- *Frequently exposed to highly unpleasant working conditions – direct contact with bodily fluids.*

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	X	
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work	X	
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other		

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Assistant Operational Manager	
Department:	Surgery	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Professional qualification to degree level or equivalent experience 	<ul style="list-style-type: none"> Management qualification. Masters degrees or equivalent level of post grad qualification.
Experience and knowledge	<ul style="list-style-type: none"> Knowledge of a range of work procedures and practices acquired through either experience or formal training. Demonstrated experience of meeting performance targets Experience of managing a service or department and staff. Knowledge and experience of effective change management strategies Recruitment and selection training A clear understanding of the importance of maintaining budget and financial control. Knowledge and experience of community services and relationships in primary care 	

Skills and abilities	<ul style="list-style-type: none"> • The post holder is required to use analysis on a daily basis to problem solve and to develop services. They are required to use both collated data, patient feedback and government policy to initiate service developments and improve standards. Analysis may be complex and include a number of factors which must be considered and planned for. • Excellent highly developed communication skills dealing with issues some of which may be contentious or sensitive and requiring negotiation and diplomacy. • Ability to manage a budget • Understanding of risk management issues. • Ability to analyse and interpret data or systems • Analytical skills – analysing and making judgments regarding hospital management out of hours. • Planning and organisation of action plans re. staffing levels and bed management. • Negotiation and influencing skills around deployment of staff and moving patients. • Basic keyboard skills • Skills in information technology • Must be able to demonstrate the English language proficiency level required for this post 	<ul style="list-style-type: none"> • Ability to manage stress and remain calm in highly emotive environments.
Personal attributes	<ul style="list-style-type: none"> • Proven leadership skills • The post holder is required to manage their own time including prioritizing work to ensure Trust targets are achieved. This requires the post holder to plan and organise a range of activities. • Excellent time management skills, achievement of deadlines and performance targets • Learning agility and commitment to self-development 	

Other requirements	<ul style="list-style-type: none"> It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes, or has a Trust personal lease vehicle which may be used for the role. However, the Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role 	
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