



## Job Description

<b>Job Title:</b>	Junior Service Manager
<b>Band:</b>	5
<b>Hours:</b>	Full time - 37.5 hours
<b>Base:</b>	Bedfordshire Hospitals NHS Foundation Trust including outreach clinics and establishments used in the course of Trust business (if necessary for the role).  Bedford & Luton
<b>Reporting to:</b>	Service Manager
<b>Terms and Conditions of Service:</b>	Currently those of Agenda For Change and other local agreements
<b>Key Relationships with:</b>	General Manager, Matron, Head of Nursing, Clinical Director, Clinicians, Ward Sisters External - Patients and Carers, CCG representatives, Social Services representatives

## OUR VALUES:





## JOB SUMMARY:

To be responsible to the Group 9 Service Managers for the delivery and support the following Group functions:

- Support the Service Managers and clinical service lines on a day-to-day basis.
- Managing and co-ordinating the medical workforce within the Group 9 specialties
- Work alongside the medical staffing team to ensure all level of medical rotas meet service need
- To develop, implement and maintain robust systems and processes for managing the medical workforce within Group 9
- Managing the review and approval of timesheets and extra duty claims
- To work with finance and human resources to regularly reconcile actual to planned expenditure and to ensure accurate payment of medical staff.
- Development and maintenance of action logs for executive service line reviews and service line business meetings
- To be responsible for the day to day co-ordination of the Theatre schedule within the group specialties
- To maintain service delivery timetables to ensure all clinical requirements can be met

## KEY RESPONSIBILITIES:

### ***Service management support***

Support the Group service managers in managing various sections of service including arrangement of outpatient clinics and theatre lists.

Problem-solve all day-to-day management issues organising and reallocating work where situations change due to variations to the workload and staffing availability.

Ensure effective processes and procedures are in place to monitor and track performance against agreed targets within the service.

Exercise delegated authority on behalf of the service managers to resolve day-to-day management issues within the services.

Support the analysis of data so clinicians and service management colleagues have access to timely and accurate information on key performance indicators.



To produce and publish the theatre schedule six weeks in advance taking into consideration consultant leave, annualisation commitments and waiting list demand.

Assisting the Service Managers, Waiting List Team and Theatres team in ensuring that all available theatre capacity is utilised effectively.

To prepare for and attend the weekly Theatre Utilisation meeting, record actions agreed at these meetings and track progress, liaising with staff as necessary to ensure actions are being carried out within agreed timeframes.

Liaising with relevant teams to create additional capacity to manage clinical workload, e.g. Obs and Gynae operating time.

Monitor clinic utilisation and work with service manager and outpatient teams to ensure capacity is meeting demand.

Support service managers in the review of patient waiting lists to meet internal reporting requirements.

Plan and organise the medical secretary service within the Group, setting the goals of the secretarial service in order to fit in with the demands of the consultants' timetables and act as a first point of contact for day to day issues, including annual leave requests.

To provide service performance monitoring information in response to requests from Clinicians and Managers for both regular and ad-hoc reports, utilising the tools in use for analysis and presentation.

To support the service managers in the production of documents required for internal reporting forums, to attend such forums and develop and maintain action logs on behalf of the service.

To support the provision of reports to both Group 9 and Trust meetings/ Executive boards as required.

Ensure the maintenance of accurate logs of activities undertaken by medical staff attracting additional pay elements.

### ***Human Resources, vacancy control and staffing management***

Develop rotas in conjunction with Group Service Managers and maintain leave trackers to ensure up-to-date records are held in a central area to be accessible to all staff that require the information.



Ensure early escalation of potential significant staff shortages to the relevant Surgical Service Manager and to jointly develop appropriate action plans to rectify problems, including proposing changes in processes and procedures.

Ensure that all leave and sickness is appropriately recorded and applied for according to due process. Monitor allocations and provide forward notice to staff with regards to managing their leave entitlement.

Carry out return to work interviews for straightforward absences, and support clinical supervisors by providing information and case tracking for more complex absences.

To develop new and maintain existing processes for medical staffing within the Group, including leave requests and locum claims, ensuring they are tailored to specific needs.

To highlight and escalate where due process is not followed and to gain authorisation for exceptions from either the respective/ appropriate Service or General Manager.

To ensure the careful control and management of expenditure on agency medical staff in the Group, by assisting the Medical Workforce recruitment officer in the timely recruitment to vacancies and careful management of agency staff to minimise the hours utilised.

To work alongside the Service Managers to ensure rota gaps are identified and filled in a timely manner to support theatre utilisation and acute rotas.

Be responsible for the reporting of the expenditure on agency medical staff, ensuring with Group Service Managers, that this is within budget and that use of internal locums and bank are maximised to cover gaps wherever possible.

### **Application of knowledge**

At all times the post holder should use their judgement, knowledge and experience to assess, plan, evaluate and monitor the appropriate interventions

Demonstrate proficiency in the use of a variety of software including Microsoft Office (Word, Excel, Access).

To demonstrate a wide knowledge base and be proficient in the use of clinical and non-clinical systems used across the Trust, including Health Roster, iPM, ICE, Evolve/Viper, Extramed and MediViewer



To attend training and development activities to maximise skills, expertise and learning.

Undertake to attend relevant training courses, internal and external and participate in the Personal Development Plan (PDP).

Keep abreast of new information and developments published both locally and nationally regarding medical workforce planning and reporting requirements. To update relevant policies and procedures to reflect this and to ensure it is communicated effectively to relevant staff groups.

Gain an extensive knowledge of the Group; its structure, teams and working processes and to use this knowledge to apply their skills.

### ***Communication***

Effectively communicate with a multi-disciplinary group of people, demonstrating interpersonal skills when dealing with all levels of staff across the Trust, using persuasion, tact and reassurance where necessary.

Liaise with other departments and members of the Trust to ensure the smooth running of the Group office and to assisting the functioning of the team.

Influence, motivate and involve individuals and teams within the service to achieve necessary performance targets.

Deal with telephone calls related to the Group, ensuring that colleagues and patients are communicated with in a sensitive and effective manner and problems are dealt with promptly and efficiently.

Handle confidential patient information and material in a sensitive and discrete fashion, in compliance with Trust policy and procedure.

Participate in creating an environment conducive to the acquisition of further knowledge and skills.

Working closely with all members of Group adopting a visible approach to the role. Attendance at appropriate clinical and senior team meetings is expected.

### ***Any other duties***

To provide support and cross-cover for other members of the Group management team.

Undertake any other duties relevant to the purpose of the post.



## GENERAL:

To comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at work and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager.

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

This job description reflects the present requirements and objectives of the post. As the duties of the post change and develop, the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

You are required to disclose any additional work you undertake or are planning to undertake for another employer.

## PROBATIONARY PERIOD:

This post is subject to the successful completion of a probationary period of 6 months within which the notice period for both you and Bedford Hospital is four weeks.

## STANDARDS:

Staff are responsible for complying with the relevant standards set by their Line Manager. A breach of such standards may lead to disciplinary action. It would be investigated fairly and appropriate steps taken to prevent a recurrence and address any wider causes.

## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS:

All employees and volunteers working within the Trust have a responsibility for safeguarding and promoting the welfare of children and vulnerable adults.

## INFORMATION GOVERNANCE:

(This includes Patient Confidentiality, IT Security, Data Protection and Freedom of Information) You are required to respect the confidentiality of all patients, carers and staff, by not sharing any information (including data) obtained during the course of your duties. You



have an obligation to report any non-compliance through the Trusts Incident Reporting process.

All staff must comply with the legal obligations and statutory requirements of the General Data Protection Act 2018, the Trusts IT Security and Information Governance Policies, Codes of Conduct and Best Practice Guidelines which are available on the staff Intranet site.

## PRIVACY STATEMENT:

The Trust is committed to protecting the privacy and security of your personal information. In accordance with the Trust's Privacy Notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal and special category data. The Trust will comply with its obligations under the General Data Protection Regulations and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records; which may, where necessary include special category data relating to your health, identity, data held for equality monitoring purposes, criminal offence data and data regarding DBS checks. The Trust requires such data for personnel administration and management purposes for the performance of your contract of employment and to comply with its legal obligations. The majority of information that you provide us with is mandatory to enable us to perform the contract of employment; where information is requested from you on voluntary basis, you will be advised of this and will be properly advised of your rights in respect of consent and the withdrawal of that consent.

The Trust will take all reasonable steps to ensure that the personal information held about you is complete, accurate, up-to-date and not held for longer than necessary for the purposes for which it was collected. However, you are responsible for informing us promptly of any changes to your personal information either in writing or by updating your information on MyESR.

The Trust's Privacy Notice sets out the legal basis for processing your personal data and your rights to access this data are prescribed by law.

The Trust requires you to familiarise yourself with the Trust's Information Governance (data protection) Policy which set out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's Data Protection Policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its Data Protection Policy by you to be a disciplinary matter which may lead to disciplinary action, up to and including dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's Policies and Procedures. If you have any



queries about your responsibilities in respect of data protection, you should contact the Trust's Data Protection Officer.

A copy of the full Privacy Notice for Employees can be downloaded from the Trust's Intranet.

## PROMOTING EQUALITY:

The Trust is committed to promoting an environment that values diversity. All staff are responsible for ensuring that all patients and their carers are treated equally and fairly and not discriminated against on the grounds of race, sex, disability, religion, age, sexual orientation or any other unjustifiable reason in the application of this policy and recognising the need to work in partnership with and seek guidance from other agencies and services to ensure that special needs are met.

## INFECTION CONTROL:

You are required to comply with the Trust's strategy regarding infection control and be aware of, and comply with, all Trust infection and prevention and control policies, to include hand hygiene, personal hygiene, environmental and food hygiene. Effective prevention and control of healthcare associated infections has to be embedded into every day practice and applied consistently by everyone. Failure to do so may result in disciplinary actions

## SMOKE FREE:

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

## DISCLOSURE REQUIREMENTS:

A risk assessment has indicated that a DBS disclosure is both proportionate and relevant to this position. Any person who is conditionally offered this post will be required to undertake a DBS check in this respect.

The Trust guarantees that this information will only be seen by those who need to see it as part of the recruitment process.





The Trust ensures that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position sought could lead to a withdrawal of an offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the subject of that Disclosure before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position or circumstances and background of your offence. Please be aware that the Trust has a Policy containing a more detailed Code of Practice that meets the standards specified by the Disclosure and Barring Service relating to the fair use of criminal record information and the appointment of persons having a criminal record.

**Note:** Failure by an applicant to provide accurate and truthful information is considered to be a serious matter. Where it is found that a person has recklessly provided inaccurate information or withheld information relevant to their position, this may disqualify them from appointment. It may also result in dismissal or disciplinary action and referral to the appropriate professional registration body.

If you would like to discuss what effect any criminal record or fitness to practise proceeding might have on your application, you may telephone the Recruitment Manager at the Trust, in confidence, for advice.

## ASSISTANCE WITH TRUST PROCESSES:

Any member of staff who is a manager at band 7 and above may be asked to take part in disciplinary and appeals processes in line with the Trust's policy. Appropriate training and support will be provided by the Employee Relations Team.