

Job description

Position	Business Manager – Financial Services
Grade	AFC Band 6
Location	Kao Park
Hours	37.5
Responsible to	Director of Finance
Accountable to	Deputy Director of Finance / Director of Finance

Our Organisation

The Princess Alexandra Hospital NHS Trust (PAHT) provides a full range of general acute, outpatient and diagnostic services at The Princess Alexandra Hospital in Harlow, the Herts and Essex Hospital in Bishop's Stortford, and St Margaret's Hospital in Epping.

We employ 3,500 staff and serve a local population of around 350,000 people living in west Essex and east Hertfordshire, centred on the M11 corridor and the towns of Harlow, Bishop's Stortford and Epping. Our extended catchment area incorporates a population of up to 500,000 and includes the areas of Hoddesdon, Cheshunt and Broxbourne in Hertfordshire.

Our Values

The Princess Alexandra Promise to our patients as identified by our 3 values which will contribute to improving our patient experiences:

Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts

Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both

Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care

The Trust believes in investing in all our staff and rewarding high standards of care whilst building for excellence and in return we expect our staff to uphold the Trust values to the highest level.



Job summary

As business manager for the finance directorate, the post holder will organise and supervise all of the administrative activities that facilitate the smooth running of the Director of Finance Office and wider finance department to enhance business efficiency, quality and flexibility of its operations. In addition, you will provide supervision and support to a variety of administrative staff within the department undertaking and supporting administrative functions within the department.

The post holder will also provide support to the Deputy Director of Finance and help facilitate the smooth running of the senior management team, assisting in delivering the work plan for the year and ensuring the team have a balance of meetings vs focused working time.

As part of the delivery of this service, you will support the capturing of actions and deadlines, liaising with other departments and portfolios to make sure the work associated with the finance department is completed to time and any input from other areas is received. Overall, you will also provide assurance and oversight of any requests that are received of the department against tests of political, performance or general interest.

Scope and range

This role is part of the Finance Team at The Princess Alexandra Hospital NHS Trust but remains linked to the wider Executive Support team, providing support when required.

Duties and responsibilities

Office Management

- To manage and support the day to day function of the wider finance team and support the senior management team in managing their workload appropriately.
- Support the end to end recruitment process; supporting staff with adverts, ensuring admin is processed accordingly and facilitating inductions for new team members.
- Develop and lead the compliance of the Future Focused Finance Accreditation Programme and support in maintaining professional accreditation across all professional bodies.
- To build capacity, resilience and skills of the team to respond flexibly to the changing demands and workloads of the department.
- Participate in the Business Manager's appraisals and objective setting; help to coordinate and ensure compliance and objective setting across the department.
- Lead, implement and monitor the Trust's policy on information governance and corporate records; ensuring IG is promoted within the department.



- Lead on FOI requests and ensure compliance with legislation and ensuring people complete their tasks to time. Ensure any sensitive requests are managed accordingly.
- Support the year end audit process, working with the head of Financial Services to ensure all requests and queries are executed and being the focal point with external audit.
- Undertake any other duties as required, in accordance with the grade and nature of the post.

Business Manager

- Acting as a point of contact for the senior leaders, dealing and responding effectively with complex queries from stakeholders and passing on relevant information to appropriate staff having regard to confidentiality or sensitivity of the information.
- Undertake a broad variety of administrative tasks for senior leaders including: managing an extremely active calendar of appointments, composing and preparing correspondence; arranging complex and detailed travel plans and itineraries and linking with professional bodies e.g. HFMA/FFF.
- To provide comprehensive office services to the department, managing a high level of emails, prioritising action and taking the initiative to action where appropriate, chasing progress to ensure delivery to deadlines, producing correspondence, presentations and reports as required for internal and external use; often to tight deadlines. This will include producing reports using charts produced through Excel and presentations using PowerPoint as required and ensuring the whole department is aware of any legislative changes or external deadlines e.g. year end accounts.
- Support the team in the development of training material and programmes for improving financial awareness across the Trust.
- Plan, coordinate and ensure the Director/s schedules are followed and respected providing a "Gatekeeper" role to ensure effective and efficient management of the senior leader's time. Prioritise conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.
- Work closely and effectively with the senior leaders to keep them informed of upcoming commitments, following up appropriately where availability or diary commitments change. Prioritise, and follow up on incoming issues and concerns addressed to the Senior Leaders including those of a confidential nature.
- Lead the review of the annual staff survey, supporting the senior team in developing strategies for tackling areas of improvement and reporting on progress against key initiatives.
- Develop (with the support of OD) initiatives to help develop the team e.g. away days, learning lunches etc.
- Be responsible for the administration of meetings as required by the Senior team, ensuring the preparation of high-quality presentation material, taking and transcribing of minutes, compiling action lists and monitoring of the actions,



collation and distribution of the agenda and papers, room bookings and organising catering if required.

- Organising 1-1 meetings, Six Monthly Reviews and Annual Appraisals, for direct reports to the Senior leaders and highlight availability of key staff for all key meetings and/or projects. Ensuring all paperwork is to hand and fully up to date.
- Demonstrate excellent verbal and written communication skills. Communicate directly on behalf of the senior leaders, with other teams, NHS and non-NHS agencies as appropriate.
- Work in a supportive manner with other members of the Secretariat and other business teams, to ensure the smooth running of the administration of the organisation.
- Manage information flows between the ICB / ICS and Trust, ensuring compliance with externally mandated deadlines and supporting the submission of formal returns as required.

Opportunities and responsibilities

Opportunities presented:

- Gain administrative and secretarial experience in an office-based environment
- Gain valuable experience of working in a busy department in an Acute Hospital setting.
- Gain knowledge & skills in the use of various IT programmes
- Develop customer service skills and people management skills

The post holder will participate in Continuing Professional Development (CPD) and training relevant to the post.

This job profile is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post-holder. The specific objectives of the post-holder will be subject to review as part of the Performance Review and Development Plan process.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and the manager. All duties must be carried out under supervision or within Trust policy and procedure.

Person specification

Position	Business Manager – Financial Services
Grade	6

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview. Essential: E Desirable: D

Trust values	
Patient at heart – Always holding the patient and their wellbeing at the centre of our thoughts and efforts	E
Everyday excellence – Sharing and celebrating our successes, being honest when we get it wrong, giving us the ability to learn from both	E
Creative collaboration – Knowing strength comes from diversity, we combine our experiences, skills and talents, working together to find new and better ways to care	E

Education and qualifications	
A levels or equivalent experience	E
Degree/Diploma	D

Experience	
Experience and proficiency in Microsoft Office applications	E
Previous experience of working in an Executive Assistant/Office Manager post or equivalent.	E
Previous NHS experience	E

Skills and knowledge	
Strong written and verbal communication skills, including minute taking skills	E
Ability to work effectively with minimal or no supervision. Ability to work with a wide range of people including Executive and Non-executive Board members	E
Ability to operate confidently under pressure	E

Personal qualities	
Ability to prioritise workload and meet deadlines	E
Accuracy and attention to detail	E

