

Person Specification

Job Title	Service Manager – Urgent Care
Grade	Band 8a
Reports To	Divisional Operations Director

Criteria	Essential or Desirable Criteria		Assessment Method			
			A	I	T	R
Education and Qualifications						
Relevant first degree, equivalent professional qualification, or suitable experience	E		X			
Significant experience in a senior management role	E		X	X		
Evidence of continued learning / personal development	E			X		
Experience and Knowledge						
Management experience in an Urgent and Emergency care setting with a sound knowledge of processes including the legislation and policy relating to health and social care	E		X	X		
Experience of the management of patient flow	E		X	X		
Proven experience in an operational management role and experience of managing change	E		X			
Demonstrable success in project management/ service redesign	E		X			
Proven success in delivering change and performance with and through management and clinical teams.	E		X			
Experience of managing a multidisciplinary team and ability to build high performance teams	E		X			
Experience of budget and staff management	E		X	X		
Experience of dealing with complex and/or sensitive information and unpredictable situations	E		X	X		
Good working understanding of the changing NHS environment	E		X			
Proven track record of writing high quality reports, production of business cases and presenting data clearly	E		X			
Good knowledge of 18 week and cancer pathways	E			X		
Competence at reporting and interpreting trends	E		X	X		
Experience of adapting strategy into an operational environment	E		X	X		
Experience in complaints handling	E		X	X		
Key Skills/Abilities						
Effective management and leadership of NHS staff		D	X	X		
Effective written and verbal communication skills	E		X	X		
Able to influence, negotiate and persuade	E		X	X		
Ability to work within and across teams to meet project demands	E		X	X		
Ability to provide & receive contentious information	E		X	X		



Planning and management of service redesign, including demand and capacity	E		X	X		
Ability to act under own initiative and work to deadlines	E		X	X		
Ability to develop and maintain good working relationships internally and externally	E		X	X		
Ability to manage own time effectively and to be able to plan and manage own work programme	E		X	X		
Excellent IT and financial skills including the ability to create and handle large document using word processing skills, producing spreadsheets and analysis for presentation at meetings	E		X	X		
Ability to manage and deliver to deadlines and within resources	E		X	X		
Ability to analyse complex problems and to develop practical and workable solutions to address them;	E		X	X		
Ability to think and plan creatively, and to prioritise work programs in the face of competing demands;	E		X	X		
Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working;	E		X			
Demonstrated patient focus	E		X			
Other						
Satisfactory enhanced DBS check against vulnerable groups barred lists	E					DBS

