



# Assistant Speciality Operations Manager

Band 7



## Job Description

<b>Job Title</b>	Assistant Speciality Operations Manager
<b>Job reference number</b>	177-ELEC-6086444
<b>Department</b>	Division of Surgery, Womans and Children
<b>Agenda for Change Banding</b>	Band 7
<b>Accountable to</b>	Division Operations Director
<b>Reports to</b>	Speciality Operations Manager
<b>Responsible for</b>	

## Values and Behaviours

All roles within the Trust require staff to demonstrate our core values in the care they provide to patients. All members of staff should consider these behaviours an essential part of their job role.



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# BUILDING A HEALTHIER FUTURE TOGETHER

## OUR PRIORITIES & AMBITIONS



### CARING FOR OUR PATIENTS

1. Deliver the best and safest care for our patients
2. Continuously improve patient experience
3. Reduce health inequalities, ensuring equitable access for all
4. Empower patient choice and personal responsibility for health



### COLLABORATING WITH OUR PARTNERS

1. Collaborate to achieve seamless patient pathways both at place and system level
2. Embrace our role as an anchor institution, working together for the best outcomes
3. Be an effective partner to achieve both our ambitions and our partner's ambitions



### SUPPORTING OUR PEOPLE

1. Promote an inclusive, fair and safe workplace
2. Develop compassionate and effective leadership
3. Attract, engage, develop and deploy our staff to deliver the best care for our patients
4. Promote well-being opportunities to keep our staff healthy and well



### ENHANCING OUR PERFORMANCE

1. Make the best use of our physical and financial resources
2. Lead the way towards achieving Net Zero Carbon
3. Future-proof our service for the people we serve
4. Improve services through digital transformation, research and new models of care



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We hope you will be too.

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## OUR VALUES

**COLLABORATION**  
**ACCOUNTABILITY**  
**RESPECT**  
**EMPOWERMENT**  
**SUPPORT**

## Summary of Post

In conjunction with the Speciality Operations Manager and the speciality Triumvirate, the post holder will ensure appropriate services are in place and to deliver national and local strategic and operational service objectives and standards.

The Assistant Speciality Operational Manager will support the Speciality Operational Manager ensuring the efficient and effective day-to-day running of the speciality service delivering key quality, performance and financial plans, achieving key service improvements within the speciality service and line managing designated staff.

The post holder is a key member of the speciality leadership team and will hold their own portfolio of services to support the development and implementation speciality service plans to secure the agreed objectives for the Division and make a positive contribution to delivery of health care across the local health community.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate JPUH Values and Behaviours.

## Key duties and responsibilities

To have delegated responsible for ensuring the portfolio of services assigned are patient centred and that a culture of continuous quality improvement is embedded

To ensure effective working relationships with staff at all levels are developed and maintained  
To support the Divisional Operations Manager (DOM) to ensure that activity and quality targets are achieved (covering in-patients, day patients and outpatients) having regard for Trust policies and procedures, and to support the development of action plans to manage any variances;

To support the achievement of objectives within the Divisions performance framework, monitoring approved budgets and escalating any matters of concerns to the DOM in accordance with agreed procedures

To support the DOM to co-ordinate speciality services / Departments including the formulation of operational plans ensuring that these are aligned to the achievement of Divisional plan and are supported by benchmarking and capacity planning models.

On behalf of the DOM, monitor and co-ordinate the implementation of Trust risk management and clinical governance policies and systems effectively, escalating any concerns to the DOM thereby ensuring a proactive approach to a reduction of clinical risk, clinical effectiveness and a safe and healthy environment in line with the governance strategy

To work together with the DOM to ensure services are optimised for the benefit of patients and that appropriate contingency arrangements are made if it is not possible for the Division to provide normal service

In liaison with the Business Support Manager ensure that admin/ clinical pathways and procedures are continuously improved to support the delivery of efficient and effective services to achieve and maintain the 18-week target and internal performance measures.



To support on a day to day basis, designated operational aspects of the department, ensuring safety, quality, maximum efficiency and productivity.

Where required, deputise for the Divisional Operational Managers.



## Personal Specification

Education and Qualifications	
Criteria	Essential / Desirable
Educated to degree level in relevant field or equivalent level of management experience.	E
MBA or post graduate management qualification.	D
Knowledge and Experience	
Significant experience within a NHS environment or complex organisation.	E
Experience of analysing and interpreting information to identify and manage variances in performance and identifying solutions to deliver improvement.	E
Experience of business planning	E
Broad understanding of the NHS and key policy issues that affect business performance.	D
Project management experience	D
Skills and Knowledge	
General Management theory and practice, including quality, financial management, HR management and service/business development.	E
Change management/service improvement techniques.	E
First class interpersonal skills with ability to gain and sustain credibility with clinicians/managers.	E
Skilled in influencing and persuading others Able to prioritise and manage the ongoing work of services and/or projects.	E
Results orientated and delivery against targets and deadlines.	E
Able to present well-reasoned and structured argument orally and in writing.	E
Ability to perceive impact of actions on the decisions and activity of others.	D
Effective role model, demonstrating JPUH Values & Behaviours	E






## Agenda for Change Effort Factors (For Job Evaluation Purposes only)

<b>1.0 WORKING CONDITIONS</b>			
Inclement weather		Fleas/Lice/Infestation	
Extreme Temperatures		Humidity	
Unpleasant smells		Driving/Being Driven	
Noxious Fumes		Contaminated equipment/work area	
Dangerous Chemicals – Substances in containers		Dangerous Chemicals – Substances (uncontained)	
Excessive noise/vibration		Exposure to physical aggression (little/no support)	
Continuous use of VDU equipment		Driving/Being Driven	
Unpleasant substances		(normal conditions)	
Infectious material		Exposure to verbal aggression (little/no support)	
Body Fluids, Faeces/Vomit		Dust/Dirt	
<b>2.0 PHYSICAL EFFORT</b>			
Running		Standing/sitting with limited scope for movement	
Working in uncomfortable conditions		Kneeling, crouching, twisting, bending, stretching	
Working in physically cramped conditions		Walking for long periods	
Making repetitive movements		Heavy duty cleaning	
Lifting weights/equipment without mechanical aid		Pushing/pulling trolleys or similar equipment	
Climbing or crawling		Working at heights	
Manipulating objects		Controlled restraint i.e. in post requiring training/certification	
Manual Digging			
<b>3.0 EMOTIONAL EFFORT</b>			
Processing (e.g. typing/transmitting) news of highly distressing events		Giving unwelcome news to patients/clients/carers/staff	
Caring for the terminally ill		Dealing with difficult situations/circumstances	X – Frequent exposure
Designated to provide emotional support to front line staff		Communicating life-changing events	
Dealing with people with challenging behaviour		Attending scenes of accidents	
<b>4.0 MENTAL EFFORT</b>			
Prepare detailed reports	X – Frequent exposure	Check documents	X – Frequent exposure
Carry out formal student/trainee assessments		Drive a vehicle	
Carry out clinical/social care interventions		Perform calculations	X – Frequent exposure
Analyse statistics	X – Frequent exposure	Make clinical diagnoses	
Operate equipment/machinery		Carry out non-clinical fault finding	
Give evidence in court/tribunal/formal hearings		Carry out screening tests/microscope work	





Attending meetings	X – Frequent exposure		
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## 5.0 FREEDOM TO ACT

Does the post holder generally work without close supervision?	Yes
Does the post holder work without direct access to a manager	No
Does the post holder work without access to a manager by telephone	No
Is the post holder the lead specialist in their field	No

	Daily	Weekly
How often on average does the post holder give guidance and advice to others?	X	
Other Frequency:		

	Daily	Weekly
How often is the post holder's work checked/monitored/assessed?		X
Other Frequency:		
<b>Monthly or less</b>		

**Manager:**

**Post Holder:**

**Date:**

