

# Job Description

|                       |   |
|-----------------------|---|
| <b>Job title</b>      | Business Manager  |
| <b>Grade</b>          | Band 5  |
| <b>Reports to</b>     | Assistant Service Manager:<br>Division A, Care Group 2  |
| <b>Accountable to</b> | Deputy Divisional Manager:<br>Division A  |
| <b>Directorate</b>    | Integrated and Holistic Care Division   |
| <b>Departments</b>    | Respiratory, Haematology, Oncology, Palliative<br>Care/End of Life.<br><i>Stroke, Elderly Care, Therapies</i> |

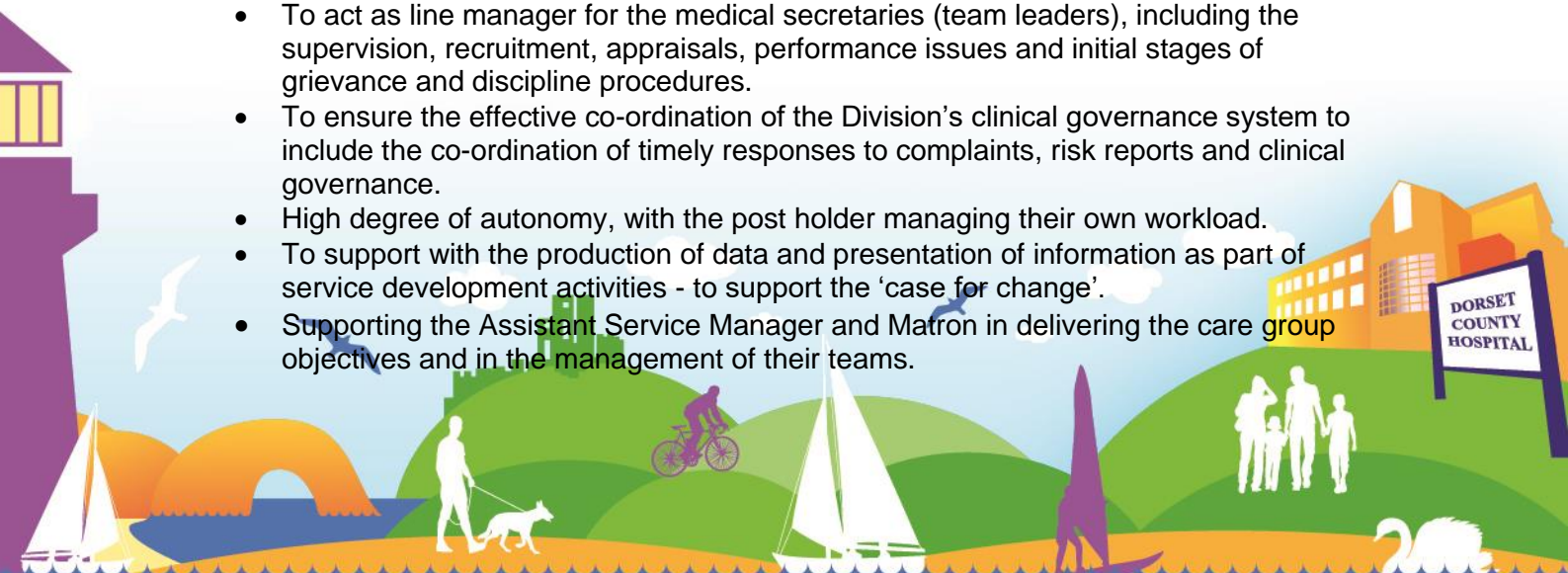
## 1. JOB PURPOSE

The post holder will be responsible for supporting the delivery of service objectives for Care Group 2 specialities.

To provide focus and support with business objectives - performance, governance, workforce, service improvement and finance.

To seek improvement, where opportunities exist, within services and across the division. To act on behalf of the patient in enabling the Trust to be efficient and a provider of high-quality care.

- To provide supervision of Secretarial and Administration staff group in support to the Assistant Service Manager.
- To provide support with appropriate service improvement projects through stages of designing, planning and implementation. To lead on appropriate tasks to help deliver the project plan to timescales.
- To establish systems and processes to report and monitor key performance indicators (KPIs), targets (local and national) and operational objectives. To contribute to finding solutions to problems where performance is not achieved with the support of clinical/operational colleagues/support services. Including Cancer tracking and SSNAP.
- To support budgetary preparation and reporting processes. To contribute to the identification and achievement of schemes for CIP (Cost Improvement Programme)
- To be informed of key national strategies and initiatives pertaining to the agreed service portfolio.
- To oversee clinic management and utilisation for the services.
- To assist in the production and distribution (in consultation with clinical staff) of medical staff rotas and timetables, to enable the smooth running of the division.
- To be responsible for assisting with the co-ordination of all aspects of medical staffing (including Junior Drs) across the Division on a day-to-day basis liaising with other Business Managers within the Division.
- To ensure that staff resources are distributed according to need and priority, particularly when organising cover for sickness/absence.
- To act as line manager for the medical secretaries (team leaders), including the supervision, recruitment, appraisals, performance issues and initial stages of grievance and discipline procedures.
- To ensure the effective co-ordination of the Division's clinical governance system to include the co-ordination of timely responses to complaints, risk reports and clinical governance.
- High degree of autonomy, with the post holder managing their own workload.
- To support with the production of data and presentation of information as part of service development activities - to support the 'case for change'.
- Supporting the Assistant Service Manager and Matron in delivering the care group objectives and in the management of their teams.



## 2. DIMENSIONS

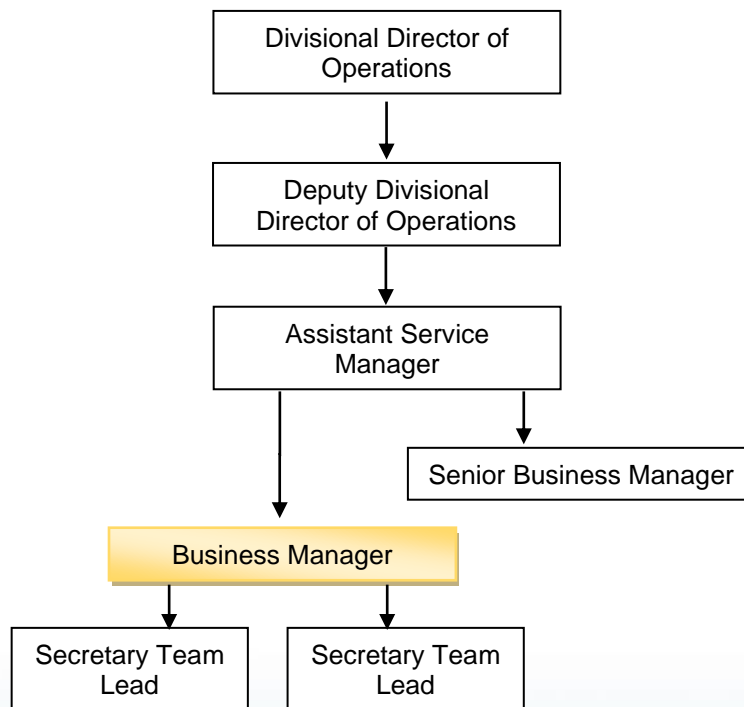
The post holder will work closely with all levels of staff to ensure that a high-quality service is delivered. This will require the deployment of efficient administrative, communication and interpersonal skills.

The post holder will need to work flexibly to meet the changing needs of the Division on a daily basis, whilst adhering to tight budgetary restraints.

The post holder will provide a degree of administrative support to the Assistant Service Manager, Deputy Divisional Manager and Clinical Director.

The post holder will act as line manager to the medical secretaries (team leaders), ensuring adequate cover is provided during periods of leave/sickness.

## 3. ORGANISATION CHART



#### **4. COMMUNICATION AND WORKING RELATIONSHIPS**

Develop and maintain positive working relationships with clinicians and administrative staff in order to negotiate change.

Communicate sensitive and contentious information in a tactful manner.

Frequently use negotiation, motivational and persuasive skills to communicate with all levels of staff on a daily basis, in order to ensure co-operation.

Communicate via telephone, person-to person, e-mail.

Act as specialty representative at various meetings and forums, as requested by or on behalf of the Assistant Service Manager.

#### **5. KEY RESULT AREAS**

##### **Analytical and Judgemental Skills**

To identify potential service or resourcing issues with admin support and put plans in place to avoid operational standards or performance from slipping e.g., RTT standards, SSNAP scores and cancer wait targets.

Monitor the rotas/work programmes for medical staff within trust guidelines during periods of leave in liaison with Assistant Service Manager.

Works closely with the other members of the multi-disciplinary team, facilitating clinic changes to ensure service delivery is uninterrupted.

Maintains and develops own knowledge and skills as planned through appraisal.

##### **Planning and Organisational Skills**

To be responsible for organising own day to day work.

To set out priorities for the services within the Care Group and to ensure coverage of key tasks.

Creation and coordination of clinical rotas for medical staff within departmental guidelines and delegation of this to Admin Team Leads when established.

To plan and organise a broad range of tasks or activities that may require adjustment to existing plans.

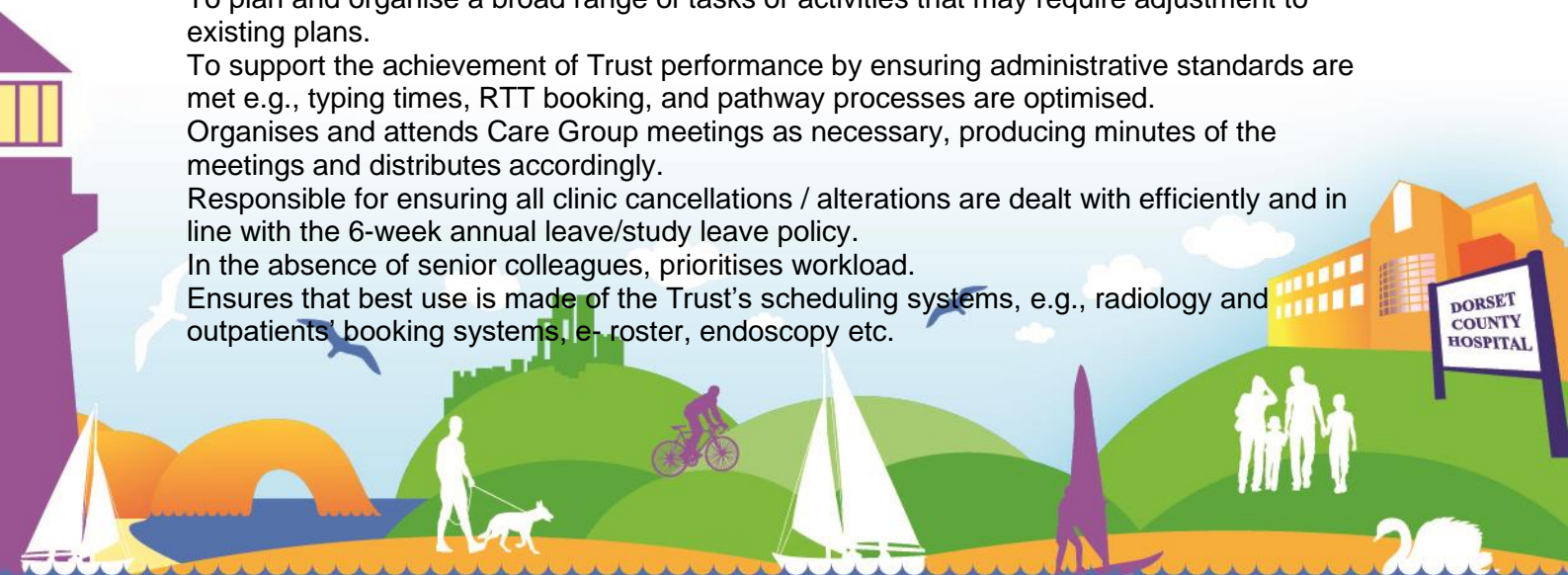
To support the achievement of Trust performance by ensuring administrative standards are met e.g., typing times, RTT booking, and pathway processes are optimised.

Organises and attends Care Group meetings as necessary, producing minutes of the meetings and distributes accordingly.

Responsible for ensuring all clinic cancellations / alterations are dealt with efficiently and in line with the 6-week annual leave/study leave policy.

In the absence of senior colleagues, prioritises workload.

Ensures that best use is made of the Trust's scheduling systems, e.g., radiology and outpatients' booking systems, e-roster, endoscopy etc.





### **Responsibility for Patients**

There is no direct responsibility for patient care. However, the post holder may have contact with patients in order to assist them or their relatives in incidental contacts.

### **Responsibility for Policy and Service Development**

Required to undertake tasks within broad procedural guidelines without direct supervision. Assist in the development of operational plans and procedures ensuring changes are implemented following departmental reviews.

### **Responsibility for Financial and Physical Resources**

Responsible for completing salary returns.

Works with the Assistant Service Manager to develop and maintain systems to monitor and control expenditure, e.g.: locum costs.

Ordering and authorising requisition forms for goods / services with agreed guidelines.

Maintain the Care Groups Complaints Register and support with the timely resolution of Datix incidents.

### **Responsibility for Staff**

Assist with the production of rotas for doctors within the Care Group and help to re-allocate resources quickly and effectively, e.g., cover short notice leave when required to do so.

Verify need for and request locum doctors.

Work with Medical staffing to recruit doctors, draft job descriptions and timetables.

Ensure change of circumstance forms, termination forms and appointment notification forms are completed in a timely manner.

Ensure induction packs and programmes are drawn up and implemented.

Ensure that medical staff leave is booked within leave guidance.

To line manage medical secretaries (team leaders), including recruitment, appraisals, performance issues and initial stages of grievance and discipline procedures.

### **Responsibility for Information Resources**

Recording and reporting of annual leave, study leave and sickness for admin staff.

Completion of salary returns in an accurate and timely manner.

Assist with the production of rotas electronically (using word, excel and HealthRota).

Supervise the team to ensure that the PTL is updated on a regular basis.

Creation of spreadsheets and recording of data on an adhoc basis as required by Divisional Management Team.

Responsibility for co-ordinating the Care groups complaints responses.

### **Responsibility for Research and Development**

There is no requirement as part of the job role.



## 6. ENVIRONMENT AND EFFORT

### Physical Effort

A combination of sitting, standing and walking with little requirement for physical effort.

Use of computer for majority of the working day.

### Mental Effort

Considerable mental effort is required when producing the rotas etc. Concentration is vital to ensure that they are produced accurately and to deadlines.

Telephone calls and visitors to the office frequently interrupt this concentration.

Whilst much of the job is predictable, last-minute changes can often be required in order to meet activity targets or cover short notice sickness. This will require the post holder to stop what they are doing in order to re-allocate resources appropriately.

Constantly changing priorities will often lead to tasks being undertaken which require immediate attention eg, trying to find staff for last minute clinic changes or sickness.

### Emotional Effort

There may be some exposure to distressing or emotional circumstances, e.g., informing team members that they cannot take leave requested.

Many tasks needing to be carried out urgently, for example, doctors not being able to start an imminent shift due to sickness or not being able to be on call. These shifts must be covered to ensure the safe care of patients, which means the role can be extremely pressurised.

### Working Conditions

Exposure to unpleasant working conditions is rare.

| OCCUPATIONAL HEALTH HAZARD EXPOSURE ASSOCIATED TO THE POST<br>(Please tick as appropriate) |                                     |                                |                       |
|--|-------------------------------------|--------------------------------|-----------------------|
| Patient contact  | <input checked="" type="checkbox"/> | Lone working                   | Working in isolation  |
| Passenger / Client Transport   | <input type="checkbox"/>            | Exposure prone procedures      | Patient Handling      |
| Strenuous Physical Activity  | <input type="checkbox"/>            | DSE user (defined in DSE Regs) | Confined Spaces       |
| Night working  | <input type="checkbox"/>            | Food Handling / Preparation    | Working at heights    |
| Working with vibratory tools   | <input type="checkbox"/>            | Noisy Environment Working      | Safety Critical Work  |
| Working with respiratory irritants (including latex)                                       |                                     |                                | Please specify Gloves |
| Working with substances hazardous to health  |                                     |                                | Please specify COSHH  |
| Other  |                                     |                                | Please specify        |

## **7. HEALTH AND SAFETY**

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the Trust's health and safety policies and to report any accidents/incidents.

## **8. EQUAL OPPORTUNITIES**

Dorset County Hospital NHS Foundation Trust is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the Trust.

## **9. CONFIDENTIALITY**

Confidential and personal information related to staff, patients and Dorset County Hospital NHS Foundation Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties.



# PERSON SPECIFICATION

## Business Manager (Band 5)

| CATEGORY                             | CRITERIA   | Score per criteria | HOW ASSESSED THROUGH SELECTION PROCESS      |
|--------------------------------------|--|--------------------|---|
| EDUCATION, QUALIFICATIONS & TRAINING | 4 O'levels/GSCE's including Maths and English Language.  | 3                  | Application form, certificates at interview |
|                                      | Educated to NVQ Level 4 or equivalent level of knowledge, Desirable.   | 2                  |   |
|                                      | Educated to degree level, Desirable.   | 2                  |   |
| E, Q & T total score:                |  |                    |   |
| EXPERIENCE                           | Significant & recent experience of working at a similar level within a healthcare setting, in a hands-on operational role. | 3                  | Application form and questions at interview |
|                                      | Experience of supervision/line management.   | 3                  |   |
|                                      | Experience of working in a project team to deliver positive change.  | 3                  |   |
|                                      | Experience of managing performance targets (including KPIs)  | 3                  |   |
|                                      | Significant and considerable administration experience.  | 3                  |   |
|                                      | Significant experience of working with Microsoft Excel and Word.   | 2                  |   |
| K & E Total Score                    |  |                    |   |



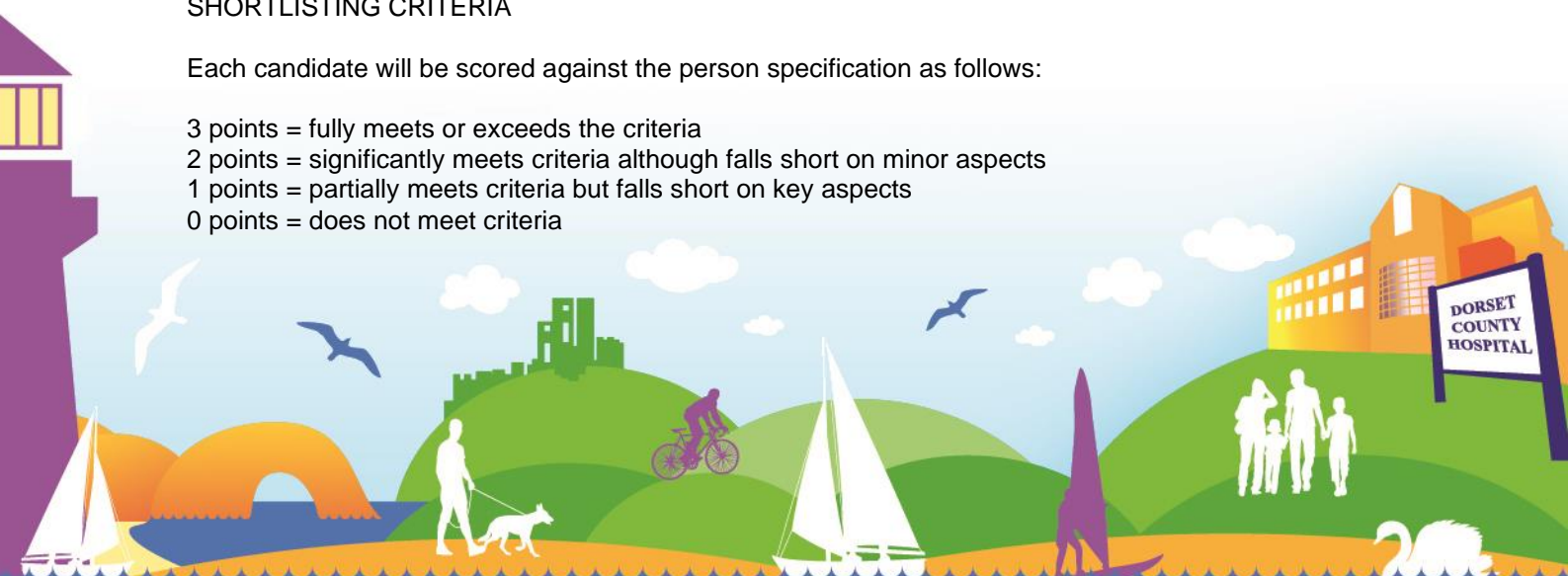
|  |   |          |  |
|--|---|----------|--|
| <b>SKILLS, ABILITIES &amp; KNOWLEDGE</b> | The ability to communicate effectively with all members of a multi-disciplinary team.           | <b>3</b> | <i>Application form, questions at interview and/or test.</i> |
|  | Ability to work on your own initiative and make informed decisions.                             | <b>3</b> |  |
|  | A high level of accuracy and attention to detail coupled with the ability to work to deadlines. | <b>3</b> |  |
|  | Excellent organisation skills and the ability to plan ahead.                                    | <b>3</b> |  |
|  | An understanding of the need for patient & staff confidentiality.                               | <b>3</b> |  |
|  | Fast and accurate keyboard skills and the ability to use e-mail.                                | <b>2</b> |  |
| <b>S &amp; A Total Score</b>             |   |          |  |
| <b>Total shortlisting score:</b>         |   |          |  |

### Scoring

Criteria in each section are weighted in order of importance 3 – 1, with 3 being the most important  
**SHORTLISTING CRITERIA**

Each candidate will be scored against the person specification as follows:

- 3 points = fully meets or exceeds the criteria
- 2 points = significantly meets criteria although falls short on minor aspects
- 1 points = partially meets criteria but falls short on key aspects
- 0 points = does not meet criteria



**Outstanding Care, Outstanding Careers**