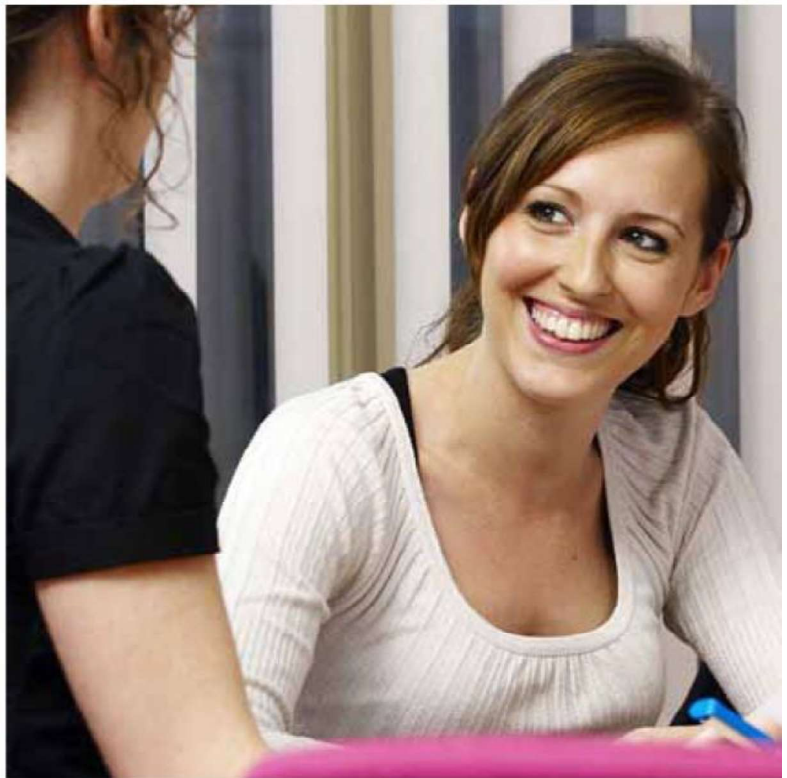




Job description and specification



Business Support Officer Band 5



Job Description

JOB TITLE: Business Support Officer

BAND: Band 5

RESPONSIBLE TO: Business Manager

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Integrated Care Director Business managers in other directorates Deputy and Assistant Directors and service managers Corporate performance team Corporate QPS team Other staff at all levels	External commissioners including; CSUs, CCGs, NHS Trusts Local Authorities and NHS England

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice



The post holder will achieve this by being part of the area directorate senior leadership team and providing an effective business and performance management support service to the Business Manager. This will include supporting the monitoring and delivery of directorate KPIs, CQUINS and contracted performance targets and working with the directorate leadership team to take corrective action to address poor performance as necessary. To work with the Integrated Care Director to embed a culture of performance management across health and social care as appropriate.

Key Responsibilities:

Performance Support

To support the production of accurate, accessible performance reports for the directorate performance group, directorate teams, Section 75 Executive steering groups (as appropriate).

To analyse complex data from a wide variety of sources and to make this accessible to senior managers, teams and clinicians with the directorate.

To support the monitoring of delivering of directorate KPIs, CQUINS, and internal targets such as mandatory training compliance, mental health clustering etc. and to work with leadership team to identify corrective action where necessary.

To work in conjunction with the business manager in producing the monthly Directorate Balanced Scorecard and local performance data across health and social care.

To work in conjunction with the business manager in producing the monthly reports.

To support the business manager to ensure NELFT and local authority information reporting targets are maintained via contracted Service Level Agreement targets.

To support the business manager to work with NELFT and local authority finance and information departments in relation to all non-contracted activity and income generation.

To support the business manager to work in conjunction with the NELFT and local authority informatics departments on Electronic Patient Record (EPR) and social care system compliance within the directorate.

Business Management

To support the business manager on producing and negotiating relevant business cases in line with service needs.

To support the business manager in the production of business cases for service development as directed.

To support the business manager in the production of tender submissions as directed.

To support the business manager to ensure all non-contracted activity provided within the directorate is appropriately charged for in partnership with the finance team, individual placements have NELFT and LA annual contracts.



Governance

To ensure systems are in place within the directorate to oversee the timely processing of serious incident and complaints.

To liaise with the Quality and Patient Safety team to ensure all aspects of performance in relation to patient safety issues and dashboards are adhered to within the directorate.

To implement Trust and Directorate risk management initiatives, in a meaningful way, including controls assurance with support from business manager.

Management

To undertake supervision and appraisal for all direct reports as appropriate.

To ensure all direct reports are compliant with mandatory training requirements.

To deputise for the business manager as requested.

Project management

To undertake projects and oversee their deliver and report on outcomes as agreed with the business manager.

To support on the implementation of Chose and Book within the directorate in line with the Trust project milestones.

Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents



Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development



Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.



Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview
Prioritising quality	✓		Application Form Interview
Being progressive, innovative and continually improve	✓		Application Form Interview
Being professional and honest	✓		Application Form Interview
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview
Qualifications			
Knowledge and skills equivalent to A level standard or extensive experience	✓		Application Form Interview Assessment
Project management qualification/ training		✓	Application Form Interview
Evidence of CPD	✓		Application Form Interview
European Computer Driving Licence or equivalent	✓		Application Form Interview Assessment
Experience			
In depth knowledge of performance and information management methodologies and techniques	✓		Application Form Interview
Significant previous business support experience at similar level	✓		Application Form Interview
Previous experience of working autonomously	✓		Application Form Interview
Previous experience of project		✓	Application Form Interview



management			
Understanding of business planning processes	✓		Application Form Interview
Experience of working for the NHS/public body		✓	Application Form Interview
Knowledge and interest of NELFT services and current issues	✓		Application Form Interview
Advanced knowledge of Microsoft Office (Word, Outlook, Excel, and PowerPoint).	✓		Application Form Interview
Skills			
Able to manage and prioritise own workload.	✓		Application Form Interview
Proven track record in delivering outcomes within timeframes	✓		Application Form Interview
Highly numerate with knowledge of statistical systems	✓		Application Form Interview
Ability to analyse, interrogate and interpret highly complex data		✓	Application Form Interview
High level of written and communication skills	✓		Application Form Interview
High level of planning and organisational skills.	✓		Application Form Interview
“Multi-tasking”	✓		Application Form Interview
Good interpersonal skills, diplomacy and customer care.	✓		Application Form Interview
Able to work under pressure and exercise judgement and courtesy	✓		Application Form Interview
Able to work as part of a team	✓		Application Form Interview
Able to communicate effectively at all	✓		Application Form Interview



levels			
High level of attention to detail and organisational skills	✓		Application Form Interview
Able to work pro-actively rather than reactively	✓		Application Form Interview
Other			
To be aware and demonstrate the Trust Values	✓		Application Form Interview
To be able to travel effectively throughout the Trust	✓		Application Form Interview
Self-motivated	✓		Application Form Interview
Flexible and adaptable	✓		Application Form Interview
Assertive and able to make decisions	✓		Application Form Interview
Ability to persuade and influence senior clinicians and managers	✓		Application Form Interview

