

Candidate Information Pack



Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff met the demands of the Covid-19 pandemic, and we are working hard to reduce waiting lists for planned care.

As an organisation, we've made significant improvements for patients and staff. Our most recent full Care Quality Commission (CQC) inspection (in February 2020, found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change through our clinical strategy, "Caring for our local communities". Our priority is to be a community focused provider of consistently high-quality local and acute care. We are working with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce is reflective of the local communities we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity to join us.

Ben Travis
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben', followed by a long horizontal flourish.

Our vision is



To be exceptional. In the quality of our patient care; our support for colleagues; and in the difference we make through our partnerships and in our communities.



To achieve that, we value...

Respect, Compassion and Inclusion

We treat all our patients, colleagues, partners and communities with respect, kindness and compassion. We are inclusive and celebrate diversity in our workplaces, partnerships and communities.



Being accountable
over staying
comfortable



Listening
over always
knowing best



**Succeeding
together**
over achieving alone

JOB DESCRIPTION

Post Title: Business Manager to Chief Medical Officer and Chief Nursing Officer

Responsible to: Chief Medical Officer

Grade: Band 8c

Hours: 37.5

Location: University Hospital Lewisham and Queen Elizabeth Hospital (Woolwich) – between both sites. Some flexibility to work from home

Job Summary:

We are looking for an excellent, highly motivated and talented individual to provide direct support to both the Chief Medical Officer (CMO) and Chief Nursing Officer (CNO) of Lewisham and Greenwich NHS Trust (the Trust). You will be working closely with them to lead, organise and facilitate the effective delivery of each of their portfolios, and to ensure the efficient and effective operation of the CMO and CNO office on a daily basis.

The successful candidate will be able to co-ordinate and manage multiple pressures so that the CMO and CNO are able to concentrate on their priorities and maximise the use of their time in delivering their objectives.

This is an exciting opportunity to work in a dynamic role at the heart of an NHS Trust. The role will provide the opportunity to be involved with interesting, complex and high-profile work across the organisation. You will need to be motivated, pro-active and a self-starter. You will be adept at navigating the political landscape and willing to grow your networks and build new relationships in order to deliver your objectives. The role will offer you the opportunity to hone and develop the skills you already have to the next level as well as developing new skills in this role

MAIN DUTIES OF THE JOB

You will be responsible for supporting the CMO and CNO in helping them to deliver their various responsibilities across the breadth of their remit. Although this will vary on a day-to-day basis such responsibilities may include:

- Leading the efficient and effective operation of the CMO and CNO office on a daily basis.
- Using a project management approach to support each director to deliver and achieve key milestones and objectives within their portfolio.
- Ensure the engagement of individuals critical to the delivery of objectives and facilitate events to enable engagement and communication of plans.
- Develop an understanding of key organisational objectives; anticipate, establish and facilitate future programmes and projects that will be required to ensure these are delivered within the remit of the CMO and CNO roles

STRUCTURE CHART

CHIEF MEDICAL OFFICER

CHIEF NURSING OFFICER



BUSINESS MANAGER

Key responsibilities:

1. Organise and direct both the Chief Medical Officer and Chief Nursing Officer office and portfolio efficiently and effectively to ensure key programmes and portfolios are delivered on time.
2. Manage and implement multiple interrelated projects in support of specific strategies within the CMO and CNO portfolios from contract/proposal of initiative to final operation stage including benefits, risks and dependencies of the key issues.
3. Maintain an understanding of the strategic goals and objectives of the Trust and related programmes and ensure the CMO and CNO portfolios and programmes of work support the direction whilst ensuring the delivery of safe and high-quality patient care.
4. Responsible for writing, editing and implementation of policies and procedures within the CMO and CNO portfolios. The postholder will be expected to interpret, write and support implementation of policies, ensuring external policies from national bodies; for example, HEE or NMC or NSPA, will be applied accurately and appropriately within our internal policies and are communicated with evidence of implementation. The postholder will also be expected to review and monitor the implementation of policies within our partners across SEL and evaluate whether they should be applied to our policies and procedures to ensure variation is limited and best practice is achieved.
5. Where required, deliver or assure on statutory functions, including that of the Responsible Officer and the Caldicot Guardian function.
6. Support the management of investigations that are highly confidential.
7. Ensure high quality and effective methods of communication across the Trust and with external agencies including partner organisations, regulatory bodies and service user groups in relation to the CMO and CNO projects and portfolios. Strong motivational and persuasive skills are required. The postholder must communicate across groups of staff and adapt the communication to the correct level and background of the audience to ensure the message is received and understood. The postholder will be expected to communicate with patients and public on occasion in highly sensitive, confidential, and contentious situations. They must be able to adapt their communication to ensure these situations are managed

sensitively and supportively, and to recognise and prioritise when urgent matters are disclosed.

8. Handle significantly complex and, sometimes highly confidential, information. The postholder will be required to analyse information from multiple providers such as the ICB and external regulators such as the GMC. They will need to make judgements regarding the implications of decisions and actions, and communicate these accordingly.
9. Secure full engagement, develop and maintain highly collaborative relationships with a wide range of key stakeholders modelling a collaborative and influencing style of team working.
10. Monitor, interpret and quality assure progress against deliverables.
11. Develop and implement qualitative and quantitative measures to determine performance against strategy and plans. The postholder will provide a significant contribution to the creation of any plans, working with Senior Divisional and Corporate teams to develop these. For example: Patient Safety Strategy and Actions Plans in response to Regulatory concerns. The postholder will be expected to support and sometimes lead the delivery of strategy and plans, this includes ensuring goals, milestones and objectives are set and performance managed to achieve. This will also require leadership ability to engage teams and support the delivery of programmes.
12. Appropriately report progress against strategy through representation at senior management meetings, external forums and by written reports to relevant committees and meetings.
13. Lead the internal and external linkages and inter-dependencies (e.g., Political or legislative change, structural or organisational strategy etc.) across the CMO and CNO portfolios and incorporate any changes into projects.
14. Work with the CMO and CNO, DCMOs and Deputy Medical Directors to facilitate, support and guide medical recruitment, education, realisation, and development. The postholder will line manage the two Executive PAs for the CMO and CNO, and will conduct sickness return to work meetings for the CMOs direct reports.
15. Ensure the CMO's project managers deliver an effective medical appraisal system, and that appropriate monitoring is undertaken to provide assurance that internal and external performance targets are met and the revalidation process delivers the requirements of the national standards and performance targets.
16. The postholder will have autonomy to exercise their judgement within their delegated responsibilities, and will be required to have periods of concentration when writing papers/ reports/ analysing data, but interruption is possible, so therefore they need to be able to rapidly prioritise time and work needed.

Key Working Relationships:

- Establish and maintain excellent relationships with a broad range of internal and external stakeholders including; Deputy Medical Directors/Deputy CMOs (DCMOs), Deputy Chief Nurses, Divisional Medical Directors, Divisional Directors of Nursing and Governance, Associate Director of Quality, All members of the Trust Executive team, Employees Relations Team, Revalidation support officer, EA to CMO and CNO
- Establish and maintain excellent relationships with a broad range of internal external stakeholders including the ICB, ICS, GMC.

- Present information and issues, explaining highly complex issues, to a wide range of internal and external stakeholders, when required

General Information

Why Join Us?

Learning and development opportunities to enable you reach your potential

We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). We will support your personal development with access to appropriate training for your job and the support to succeed. We have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Feel supported by a positive culture

Our leadership team ensure they are accessible, you can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values.

Our people are our greatest asset. When we feel supported and happy at work, this positivity reaches those very people we are here for, the patients. Engaged employees perform at their best and our Equality, Diversity & Inclusion (EDI) initiatives contribute to cultivate a culture of engagement. We have four staff networks, a corporate EDI Team and a suite of programmes and events which aim to insert the 5 aspirations:

1. Improving representation at senior levels of staff with disabilities, from black, Asian, and ethnic minorities background, identify as LGBTQ+ and women, through improved recruitment and leadership development
2. Widening access (anchor institution) and employability
3. Improving the experience of staff with disability
4. Improving the EDI literacy and confidence of trust staff through training and development
5. Making equalities mainstream

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our Staff Awards recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Access excellent benefits and enjoy your social life

At the start of your employment, you will join the NHS pension scheme – one of the most generous schemes in the UK. We will provide support and opportunities for you to maintain your health, well-being and safety. As a Trust employee, you will also be able to access well-being initiatives including Zumba and meditation classes, from on-site accommodation and employee travel. We offer you a good working environment with flexible working opportunities, consistent with the needs of patients and with the way that people live their lives. Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

Review of this job description

This job description is intended as an outline indicator of 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 on a regular basis.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

General Data Protection Regulation 2018

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently, and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline.

PERSON SPECIFICATION

Education/ Qualifications	Essential <ul style="list-style-type: none"> • Educated to degree level in relevant subject or equivalent experience • Evidence of continuing professional development • Educated to Master's level or equivalent ability
Experience	<ul style="list-style-type: none"> • Experience in a management or operational leadership role – preferably within the NHS • Demonstrable experience of successful change management • Experience of delivering performance improvement • Effective performance management of people and services to ensure delivery of key quality and access targets • Experience in programme/project management • Familiarity with basic IT applications and reporting tools to support own work
Knowledge and Skills	<ul style="list-style-type: none"> • Demonstrable analytical skills and an ability to understand and present complex information to a variety of audiences • Clear understanding of national healthcare policy and strategic direction • Demonstrable leadership and influencing skills • Action oriented and adaptable to changing circumstances • Thinks and solves problems creatively with staff involvement • Provides authentic and clear communication and direction even in times of uncertainty/ambiguity • Engages effectively across boundaries, breaking down silos, while operating in partnership with stakeholders towards a shared vision
Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Strong, creative, open leadership style • Able to lead and engage staff across an organisation from a variety of backgrounds • Has the drive and energy to make things happen; frequently goes "above and beyond" the call of duty • Resilience, drive and perseverance • Flexibility