

Join us at UHB



Building healthier lives

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

| | |
|---|---------------------------------|
| Job Title | General Manager |
| Pay Band | 8B |
| Department | Day Surgery & Pre Op Assessment |
| Division | 1 |
| Reports to | Director of Operations |
| Professionally Responsible to | Managing Director |
| JOB SUMMARY | |
| <p>The post holder will work with the Director of Operations, Deputy Director of Operations and Divisional Management Team to lead and manage the services assigned to them. The post holder will be responsible for providing patient centred operational and strategic business planning and leadership to ensure that the assigned speciality achieve their agreed performance objectives within the resources available.</p> | |
| TEAM/DEPARTMENT STRUCTURE CHART | |
| <pre> graph TD A["Eve Timms Director of Operations"] --> B["General Manager"] B --> C["Operations Manager"] B --> D["Operations Manager"] </pre> | |
| KEY SKILLS | |
| <ul style="list-style-type: none"> • The General Manager is responsible for promoting the vision and values of University Hospitals Birmingham, leading by example and ensuring that they demonstrate those values in their leadership behaviours and how we support our teams and deliver our services. • The General Manager is responsible for delivering the Trust's Strategy, within their area of responsibility, incorporating the following: 2 • Lead on the development of challenging service improvement strategies for each department and service within the assigned speciality that allow for the delivery of Divisional Service and Financial Plans directed by the Divisional Management Team. • In conjunction with the Director of Operations ensure that all income required to support delivery of the service is identified and that budgets are realistic and achievable. • Work with Community, Social Care and Academic partners to ensure that delivery plans support the wider healthcare agenda including improvements in equality and access. • Work closely with Trust General Managers, Clinicians and support services in other parts of the Trust to ensure delivery plans are compatible and to maximise opportunities for more efficient ways of working. • Support Clinicians to deliver service re-design projects that deliver improved clinical outcomes for patients, reduced waiting times and more efficient use of resources. • With the Clinical Service Lead and Matron / Heads of Department, be responsible for compliance with national and local performance targets in relation to their area of responsibility. • In conjunction with the Clinical Service Lead work closely with clinicians, managers and support teams to ensure that their assigned speciality are providing optimum quality of care in line with national healthcare standards. | |
| KEY RESPONSIBILITIES | |
| | |



- Support the relevant Clinical Service Lead, Matrons / Heads of Department to ensure each department within the assigned speciality has clearly defined performance objectives that are consistent with performance requirements of the Division.
- To ensure the continued implementation of effective reporting arrangements within the assigned speciality's management team to accurately record and monitor performance against local and national targets.
- Work with the Clinical Service Lead, Matrons/ Heads of Department and assigned speciality clinical teams to regularly review the effectiveness of care pathways and to identify and rectify with solutions to improve performance and the patient experience.
- Provide regular reports on performance to the Director of Operations with assurance that appropriate follow up actions will be completed where necessary.
- To ensure the delivery of agreed targets in order to continually improve performance within the assigned speciality and support delivery within the Division.
- Introduce new and innovative business management strategies to maximise the organisational efficiency of the assigned specialty /Division.
- Provide professional support to the assigned speciality's management team to support service performance.
- Ensure that all staff in the assigned speciality are clear about what is expected and are working together in successful teams to achieve in the Trust's vision.
- In conjunction with the Divisional Management Team, lead on the implementation of new policies within the Division on behalf of the service and assigned speciality
- To participate on the on-call manager rota.
- To work flexibly across all Trust locations.

BUDGETARY AND RESOURCE MANAGEMENT

- Budget holder for service/services.
- In support of the Director of Operations and Deputy Director of Operations ensure that the assigned speciality delivers a robust financial performance in line with the Trust's agreed financial plan and to actively explore and implement opportunities for ongoing cost improvement.
- To agree and adhere to assigned speciality budgets alongside management colleagues and in conjunction with the Divisional Finance Manager.
- Ensure decisions within the financial remit of this role and any delegated budgets within the Division adhere to Trust Standing Financial Instructions and Standing Orders.
- To support a system for business risk evaluation of service developments.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- To regularly review the assigned speciality workforce at departmental level to ensure service areas have the correct staffing numbers, the correct level of knowledge, skill and expertise to deliver services in the most effective and efficient way.
- To ensure that all staff in the assigned speciality are regularly appraised and have a Personal Development Plan which supports the priorities of the assigned speciality, the Division and are aligned with the strategic direction of the Trust.
- To ensure the assigned speciality has an integrated workforce plan to ensure continuity of high quality care and that this is aligned alongside the service plan and the financial plan of the Division.
- Provide strong visible leadership within the assigned speciality in partnership with the Clinical Service Lead and Matron.
- Develop and maintain constructive staff engagement to support quality and continued and consistent achievement of performance targets.



TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: March 2023

PERSON SPECIFICATION

JOB TITLE: General Manager

TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS

ESSENTIAL

- GCSE/O Level – English and Maths Grade C or equivalent
- Educated to degree level or equivalent
- Post graduate qualification or equivalent experience

EXPERIENCE & KNOWLEDGE

ESSENTIAL

- Substantial experience in a senior managerial and leadership role within an acute healthcare setting which is commensurate with the complexity and size of the allocated area of responsibility.
- Knowledge and experience of leading significant change to patient services, delivering tangible and sustained improvements.
- Experience of developing and maintaining active partnerships with stakeholders in the development of services.
- Experience of improvement measurement systems and understanding of the role of measurement in performance improvement.
- Experience of directly line managing and providing strategic leadership to large numbers of specialist staff/multi-disciplinary service teams ranging from bands 3 – 7.
- Experience of managing individual and team performance through the setting of objectives, PDPs and appraisals.
- Experience of application of recruitment strategies and workforce development including undertaking skill mix reviews and succession planning.
- Experience of using service redesign methodology



- Has a highly developed understanding of the changing NHS environment and its impact on service provision and staff.
- Impact – uses a variety of methods to gain support for ideas, strategies and values.
- Understanding of how to use technology to support delivery of improvements to services.
- Application of absence management, sickness, disciplinary and grievance policies in accordance with UHB HR policies
- Uses technical, non-verbal and visual aids effectively.

SKILLS & ABILITY

ESSENTIAL

- Organisational skills – able to deliver objectives within an agreed timeframe.
- Leadership – highly developed leadership and influencing skills with the ability to enthuse, motivate and involve individuals and teams and have them understand the Trust's and assigned speciality's expectations.
- Able to build rapport and credibility with senior clinical and managerial teams in the delivery of performance targets, service delivery and change programmes.
- Strategic and business planning – able to think and plan strategically, tactically and creatively and gain agreement to relevant plans.
- Analysis – proven numeric and analytical skills.
- Ability to analyse complex problems and to develop practical and workable solutions to address them.
- Communication – relates to and communicates with all levels of staff.
- Able to prioritise work in the face of competing demands.
- Strong sense of personal and team accountability coupled with a clear understanding of the boundaries around delegated authority.
- Able to collaborate constructively with internal and external partners to create conditions for successful partnership working.
- Extensive knowledge of practice and policy across a broad range of financial responsibilities including the management of budgetary expenditure up to £15m
- Presentation skills – presents concepts and ideas clearly so that others understand what is being communicated.
- Political acumen.

OTHER SPECIFIC REQUIREMENT

ESSENTIAL

- Self-confidence – states own position on issues; unhesitatingly takes decisions when required within area of authority and commits self and others accordingly.
- Flexibility – adapts to ensure achievement of objectives within constantly changing situations and environments.
- Self-motivated – possesses high internal work standards, sets stretching yet attainable goals; wants to do things better and to measure progress against targets.
- Strong sense of commitment to openness, honesty and integrity in undertaking the role.
- Commitment to ongoing life-long learning and personal development.
- Motivation – driven by a genuine interest and concern for the quality and appropriateness of patient services.
- Flexibility – identifies feasible alternative options in planning and decision making, holds different options in focus simultaneously and evaluates their relative pros and cons.

