



University Hospitals Birmingham  
NHS Foundation Trust

# Join us at UHB



Building healthier lives

# Welcome from our CEO

Professor David Rosser



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 stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,  
Chief Executive Officer

## JOB DESCRIPTION

<b>Job Title</b>	Operational Manager
<b>Pay Band</b>	Band 7
<b>Department</b>	Community
<b>Division</b>	7
<b>Reports to</b>	Jai Islaam / Nicola Butts
<b>Professionally Responsible to</b>	N/A

### JOB SUMMARY

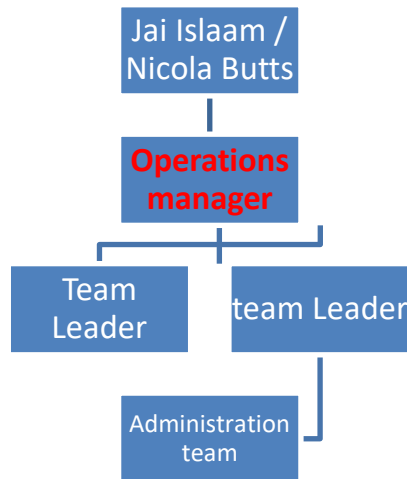
The Operations Manager is responsible for promoting the vision and values of University Hospitals Birmingham, Leading by example and ensuring that they demonstrate those values in their leadership behaviours and how we support our teams and deliver our services.

The Operations Manager is responsible for delivering the Trusts Strategy, within their area of responsibility, incorporating the following:

- Ensuring the standardisation of services across all relevant sites to the best possible level, so that all of our patients experience equally high quality care.
- Lead on the planning, development and delivery of multi-site services to ensure that there is a common understanding of capacity and demand with clear operational plans to deliver the best in care in the most appropriate settings.
- To ensure that digital technologies underpin the way the services are delivered at present and in the future and to drive all aspects of innovation and service improvement, across all settings.
- Planning and managing services to ensure the best possible use of resources. This will include income opportunities, reducing run-rate, delivering CIPs and delivering the recommendations from bench marketing tools such as HED, Model Hospital and GIRFT.
- Leading the development of a sustainable workforce that is fit for the future within their area of responsibility.
- Working with system partners to put in place clinical pathways that care for patients in the most appropriate settings, and reducing inappropriate or avoidable demand for acute services.

The Operations Manager will be responsible for all aspects of Operational performance within their allocated areas of the Division whilst maintaining quality standards and for ensuring the implementation and maintenance of good governance arrangements.

### TEAM/DEPARTMENT STRUCTURE CHART



#### KEY SKILLS

- Ensure consistently high quality care through a culture of effective teamwork and patient focus and through the empowerment of all direct reports.
- Embedding a culture and performance management system which ensures that all staff comply with the Trust's policies on infection, prevention and control.

#### KEY RESPONSIBILITIES

- To contribute to the Strategic development of services.
- To ensure complaints and incidents are investigated in line with Trust policies to identify, agree and implement corrective action plans.
- Work with the Deputy Divisional Director of Operations, clinical Service Leads, Senior Nurses and General Manager to ensure achievement of access standards for delegated specialities.
- To manage performance against activity targets and other service objectives. To ensure that all national and locally agreed access standards and booking targets are understood and met.
- To ensure the Trusts infection control policy is fully enforced.
- To deputise for the General Managers as required.
- Any other duties as deemed necessary by the General Manager that is commensurate with the role.
- To ensure the delivery of key performance standards for designated areas within the Division escalating any variances and providing action plans as required.
- To monitor and analyse data as required ensuring that the General Manager has access to timely and accurate information on all relevant key performance indicators with the appropriate formulation of data for reports.
- To interrogate and analyse Trust information systems to ensure the availability, quality and timeliness of information and data to support management planning and performance processes for all ad hoc, weekly, monthly quarterly annual returns.
- To support Divisional initiatives on new ways of working, e.g. role design or digital dictation, developing strategies as appropriate.
- Lead on the annual capacity and business planning process within delegated specialities.
- Co-ordinate assigned audits within the Division.

## **BUDGETARY AND RESOURCE MANAGEMENT**

- To assist in the formulation of business cases as required to support service developments, in conjunction with General Manager.
- Ensure that agreed income, expenditure, cost improvement, productivity and efficiency plans are developed, authorised and delivered and where necessary undertake timely corrective action to rectify under performance.
- Responsible for a departmental /designated budget.
- To manage assigned area income and expenditure budgets in support of the General Manager, ensuring that the Group is managed in line with service agreements and standing financial instructions.
- To assist in the identification and delivery of cost improvement schemes.
- To develop services and work with the Operational Team to support the delivery of the Divisional Business Plan.

## **MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES**

- To ensure that the Operational performance of their assigned areas is effectively managed to meet agreed Trust and Divisional objectives.
- To Support the General Manager with specific change management processes and ensure engagement of the multi-disciplinary team.
- To ensure that all Trust policies are adhered to.
- Directly manage staff within the group. This includes the management of sickness absence, annual appraisal, disciplinary and grievance concerns.
- To provide day to day management support within the assigned service areas, ensuring staff are able to contribute effectively to the achievements of objectives and targets.
- To co-ordinate the provision of locum medical staff for the Division, monitor EWTD and be the medical lead for the group.
- To present the Division at internal and external meetings.
- To establish and manage specific projects as defined in line with service priorities.
- To provide day to day management support within the assigned service areas, ensuring staff are able to contribute effectively to the achievement of objectives and targets.
- The post holder will be expected to be fully committed to and act as a role model for the Trust's corporate values.

## **RESEARCH AND DEVELOPMENT**

- To programme manage service developments as requested by the General Manager.
- To ensure the review and revision of policies/procedures and working practices across the allocated specialities/departments to ensure standards of practice are maintained. To contribute to the update and rewriting of Trust wide policies.

## **EFFORT**





## 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: .....

## PERSON SPECIFICATION

JOB TITLE: Operational Manager – Band 7	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Educated to degree level or equivalent.</li> </ul>	
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Post Graduate management experience</li> </ul>	

<p>or equivalent knowledge obtained through a combination of continuous professional development &amp; training courses.</p> <ul style="list-style-type: none"> <li>• Considerable experience of knowledge and experience of budgetary management including sound working knowledge of revenue expenditure, budgets, capital including forecasting trends.</li> <li>• A good understanding of clinical governance, risk management and health and safety principles.</li> <li>• Clear understanding of the NHS agenda.</li> <li>• Operational/organisational skills and ability to prioritise work under pressure.</li> <li>• Ability to understand complex issues, problem solve and propose solutions.</li> <li>• Evidence of success in the management of a multidisciplinary environment.</li> <li>• Evidence of significant achievement and personal contribution to organisation success.</li> <li>• A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals.</li> </ul>	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of developing service opportunities, through business planning, monitoring, and leading the implementation of successful change management processes.</li> <li>• Evidence of delivering excellent standards of patient care.</li> <li>• Ability to make independent decisions when appropriate.</li> <li>• Good communication and influencing skills including the ability to establish and maintain positive working relationships with colleagues at all levels of the organisation.</li> <li>• Excellent verbal and written</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



<p>communication skills.</p> <ul style="list-style-type: none"> <li>• Good presentation skills- making use of software packages and an ability to meet the needs of recipients with different levels of understanding.</li> <li>• Ability to work in a competitive market.</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>