

Job Description

Title: Trust Leadership Team Business Manager

Band: Band 8a

Staff Group: Admin and Clerical

Reports to: PHU Medical Director

Job Summary:

A new role at Portsmouth Hospitals University NHS Trust, the Trust Leadership Team (TLT) Business Manager will provide a comprehensive support service to the Medical Director (TLT Lead) in ensuring the effective coordination and functioning of the TLT.

The postholder will play a key role in coordinating delivery of organisational priorities, providing assurance on progress and risks, and supporting effective executive decision-making across the Trust.

Acting as a key point of contact for the TLT, you will ensure effective coordination of priorities, manage competing demands, and support the Executive in maintaining oversight of key programmes of work.

The role requires exceptional organisational and interpersonal skills, with the ability to influence, problem-solve and work flexibly in a dynamic and high-profile environment. You will coordinate multiple meetings and priorities, working with stakeholders across the organisation and externally to ensure timely progress against agreed objectives.

This role requires flexibility to support the TLT of a large and busy acute Trust and will suit individuals who thrive when working under pressure, managing tight and demanding deadlines while maintaining accuracy and consistency.

You will provide vital support and guidance across a wide range of projects and initiatives, synthesising and presenting business-critical information, and highlighting risks or issues that require timely escalation.

Key Areas of Responsibility

- To manage the business of the TLT office and provide appropriate support to ensure agreed objectives are articulated and delivered through an efficient, high quality, confidential and timely service.
- To prepare correspondence, presentations and other documents as required by the Medical Director to support the effective delivery of their role and the function of the TLT
- To act as a point of contact for the TLT, liaising internally and externally with all levels of management, staff and organisations and taking decisions or referring issues to relevant teams, departments or stakeholders as appropriate. This includes managing the weekly agenda of the Trust Leadership Team meeting.
- To manage actions arising from meetings that are assigned to TLT and brief senior managers on required actions to be completed, secure updates and be responsible for ensuring actions are completed in their required timeframes and to accurate and appropriate standards
- To provide project and programme management expertise in relation to sensitive investigations or in leading complex ad hoc projects and programmes of work with organisation-wide impact. Including working with the PHU Medical Director to develop and implement robust systems and processes to enable the Trust to function more effectively.
- To ensure the TLT receives the quality of advice and support required on strategic direction, objectives, business delivery, risks and issues. This includes undertaking personal research, facilitating the gathering of information to inform views, and summarising papers where appropriate. The role will also involve anticipating and interpreting national policy and operational issues, and liaising with other senior managers across the directorates to support, progress or gain assurance on key programmes of work.

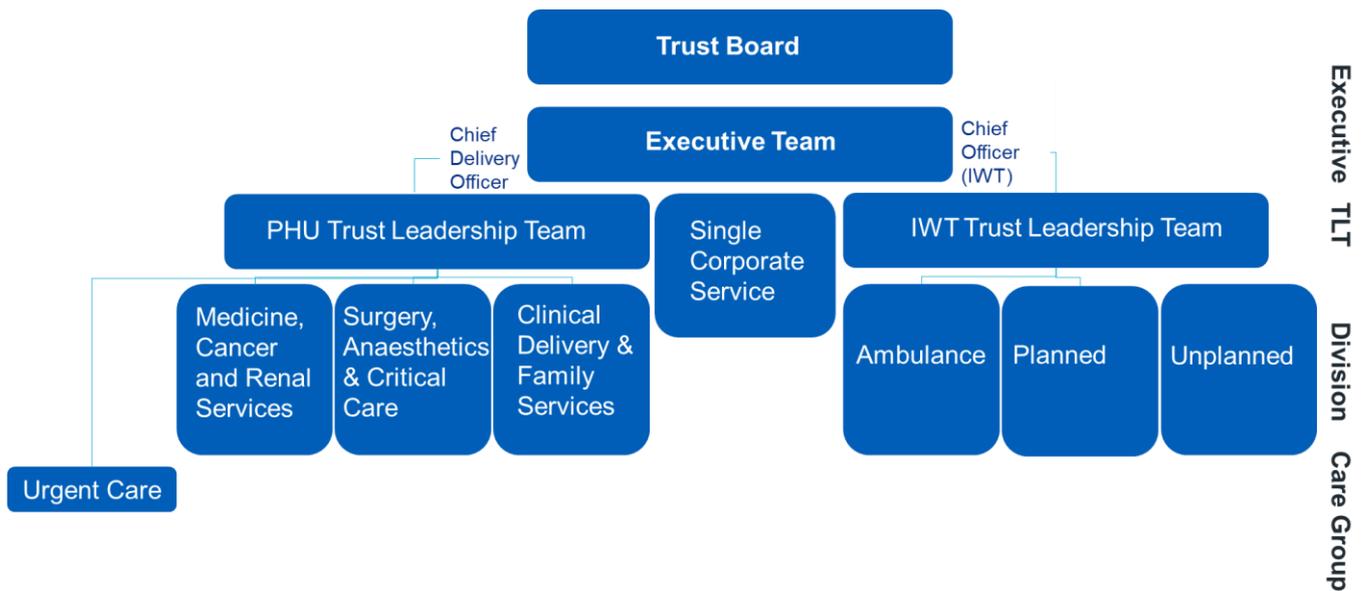


- To represent the Trust Leadership Team when appropriate, attending ad-hoc meetings, recording actions on behalf of the TLT, tracking issues for follow up and progress, and chasing updates where required.
- This role will involve an active, often behind-the-scenes, role in stakeholder management and in resolving complex problems and issues. The postholder will use initiative, diplomacy and tact and take a proactive approach to solving problems and delegating issues as appropriate.
- To deal sensitively with high-profile and confidential matters ensuring the reputation of the Trust is maintained at all times.
- To support the development and maintenance of systems that enable the Trust Leadership Team to monitor delivery of organisational priorities, track actions, and escalate and support the resolution of risks or issues that may impact delivery.

Key Stakeholders:

- PHU Medical Director
- PHU Chief Operating Officer
- PHU Nurse Director
- Divisional Director / Operations Director / Nurse Director – Medicine, Cancer and Renal Services
- Divisional Director / Operations Director / Nurse Director – Surgery, Anaesthetics and Critical Care
- Divisional Director / Operations Director / Nurse Director – Clinical Delivery and Family Services
- Care Group Director – Urgent Care
- Chief Delivery Officer
- Chief of Staff
- Director of Corporate Governance
- Director of Improvement
- Executive Directors
- Care Group Triumvirate Management Teams
- Site Operations Team
- Corporate Service Heads
- Representatives of NHS and other health sector partner organisations

Structure:





Person Specification

Qualifications / Education			
	Essential	Desirable	Evidence
Educated to degree level, equivalent experience in a related subject area	Y		A
Educated to Masters level in relevant subject or equivalent level of experience	Y		A
Evidence of continued professional development		Y	A
Experience			
Previous experience of working in a fast-paced environment within the NHS	Y		A/I
Experience of operations management in a complex healthcare organisation		Y	A/I
Management level experience including working in collective decision-making groups such as organisational wide programmes of work or healthcare partnerships that may impact service delivery	Y		A/I
Experience of leading and delivering programmes and projects of work that have limited resources, short-medium term timeframes and result in change	Y		A/I
A proven track record of making a strong personal impact, demonstrating effectiveness and credibility to operate at a senior level.	Y		A/I
A proven record of high performance in business and/or project management roles	Y		A/I
Experience of using Quality Improvement methodologies in practice		Y	A/I
Skills / Knowledge / Abilities			
Highly developed communication skills across a broad range of stakeholders including the ability to write high quality briefing and board papers	Y		A/I
Excellent relationship building and interpersonal skills, ability to develop and maintain effective relationships with internal teams, external partners and regulators	Y		A/I
Exceptional organisational skills and attention to detail	Y		A/I
Expertise in monitoring and improving performance against national targets and regulatory standards including knowledge of NHS performance standards	Y		A/I
A curiosity to understand problems with strong analytical skills and numeracy to enable doing so	Y		A/I
Can translate data, information and ideas into clear and concise information	Y		A/I
Ability to work to tight deadlines and prioritise under pressure	Y		A/I
Ability to use delegated authority appropriately and sensitively	Y		A/I

Ability to maintain confidentiality and a high level of discretion and sensitivity	Y		A/I
Values – Working Together			
For Patients	Y		I
With Compassion	Y		I
As One Team	Y		I
Always Improving	Y		I