

Job Description

Title: Business Manager for Gastroenterology, Hepatology and Endoscopy

Reports to: Care Group Manager for Specialty Medicine

Accountable to: Divisional Operations Director

Job Summary:

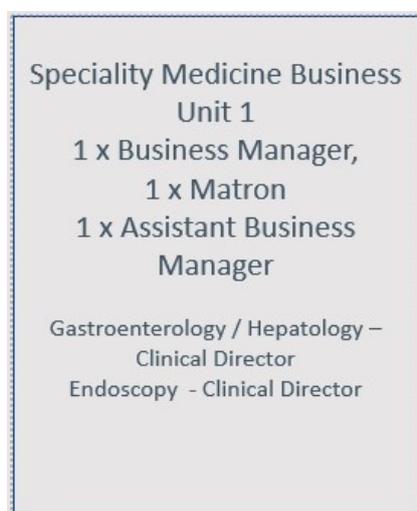
The Business Manager for Gastroenterology, Hepatology and Endoscopy, is expected to support the Clinical Specialty Lead and Matron to deliver the effective integrated clinical, operation and financial performance of the Specialty through tripartite management.

This role is responsible for ensuring national and local access targets are achieved, along with ensuring all aspects of people, performance and financial objectives are delivered as per the Specialty business plan. The Business Manager will provide strong leadership at a Specialty level, ensuring that there are appropriate systems and processes in place to deliver objectives and drive forward the service to improve the operational effectiveness of the Specialties.

To enable them to execute this responsibility the post holder is expected to provide proactive and visible leadership. Leadership will span four key areas: service leadership, people and personal leadership, quality leadership and collaborative leadership.

Business Managers are expected to work as part of a cohesive team and, when necessary, to take lead responsibility for corporate issues outside their immediate sphere of responsibility in order to achieve the corporate objectives of the Trust.

Organisational Chart



Specific Responsibilities

Working together To drive excellence in care for our patients and communities

In addition to the expectations detailed in the shared core functions the post holder should ensure the following:

Corporate

1. With the Clinical Specialty Lead and the Modern Matron, provide leadership to the Speciality and contribute to developing the strategic direction of the Speciality.
2. Be accountable for the operational management of the Speciality.
3. Take shared corporate responsibility for the financial performance of the Care Group, including the achievement of financial targets, balancing the potentially conflicting demands of budgetary requirements and clinical standards with each speciality allotted to the post.
4. Ensure that there is Speciality level commitment to develop plans to move the Trust to 7/7 working.
5. Report to the monthly performance review on Speciality performance.
6. Represent the Speciality at local levels, developing partnerships, sharing best practice and integrating this knowledge within the Trust.
7. Set an example to other staff through own personal behaviours.

Operational

1. Provide effective and visible leadership and direction at all times in the operation and delivery of all services with the Speciality, including timely delivery of national and local access targets and objectives.
2. Keep the Care Group General Manager abreast of relevant day to day matters relating to services and issues where there are areas of challenge/concern.
3. Ensure full compliance with the Trust's Assurance Framework and any related standards including assurance on all corporate and clinical risks.
4. Work with the Clinical Specialty Lead, the Matron and Speciality teams to secure clinical engagement in the day-to-day activities of the Trust, and in performance improvements and service developments, working with the leads in other Speciality's where appropriate.
5. Promote innovation and quality improvement to ensure best-practice services for patients and positive working experience for staff
6. Ensure that business development opportunities for the delivery of patient services are explored, agreed and implemented.
7. Ensure that the Speciality structure is fit for purpose to deliver Care Group and Divisional requirements.
8. Work with other Business Managers that sit within the Speciality Groups in the delivery of their speciality access standards and the delivery of the local business plan.
9. With the Care Group General Manager, lead the Speciality annual budget setting process and delivery of savings targets.

Functional Leadership

1. Ensure that appraisals and personal development plans are regularly carried out and reviewed.
2. Provide functional day to day leadership and support to the Speciality.
3. Lead on the monitoring and management of all access standards for the Speciality.
4. Provide direction and leadership to the Speciality team, ensuring that services provided are appropriate and continuously developed and that they contribute effectively to the performance of the Trust.
5. Ensure annual objectives are agreed with all staff within the Speciality and ensure that all staff are appraised, trained and developed.
6. Encourage a culture where employees are empowered to take personal responsibility, are well motivated and able to understand and commit themselves to the objectives of the Trust.

People and Organisational Development

1. Ensure the Speciality develops its workforce strategies and develops comprehensive workforce plans sufficient to meet the Divisions strategic objectives.

2. Ensure good people management practice and effective team working is operating across the Speciality and support the improvement of cross-Speciality working.
3. Ensure all people related key performance indicators are achieved.
4. Ensure feedback secured via the national staff survey, and any local staff surveys, are acted upon to deliver a continuous improvement in the staff experience.
5. Promote a learning and coaching culture based on openness, learning and continuous improvement and support continuing personal development.
6. Support the development of organisational processes and systems to improve organisational effectiveness.

Financial Management

1. Manage the Speciality's budget in line with standing financial instructions and standing orders
2. Deliver efficiency improvements and costs savings to meet the Trust's annual financial plan
3. Develop longer-term efficiency improvement plans to support the Trust's long-term financial model requirements and regulator risk rating.

Strategic and Service Planning

Through the tripartite partnership with the Clinical Specialty Lead and Matron:

1. Ensure strategic and annual plans for the Specialty are developed and contribute to the development of the Trust's strategic and annual plan.
2. Ensure annual objectives for the Specialty are agreed, which support the achievement of the Care Groups plans.
3. Ensure a strategy for improvement of services within the Specialty is agreed, which incorporates Trust initiatives including all aspects of clinical governance with the focus on the patient.
4. Prepare robust full business cases to develop or sustain services in line with the strategic direction of the Trust.

Personal Development

1. Ensure personal development objectives are agreed and reviewed annually with the Care Group General Manager.
2. Ensure continuing professional development is undertaken as agreed with the Care Group General Manager.

Other

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Participate in the Divisional Bronze rota.
3. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
4. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
5. Act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.
6. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date

Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.

Shared Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Ensure that approved budgets are spent effectively and in accordance with agreed procedures
4. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
5. Build and sustain effective communications with other roles involved in the shared services as required
6. Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
7. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
8. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
9. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.

10. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
11. Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
12. Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.



Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

Person Specification

Qualifications

- Graduate Level, or equivalent, academic or Healthcare professional qualification
- Postgraduate qualification(s) or equivalent applied learning relating to Business Management, Finance, Accountancy, Marketing or People Management
- Evidence of continuing professional development.

Desirable

- Postgraduate (Masters) Qualification

Experience

Essential

- Previous and Successful operational management experience

Desirable

- Experience gained at Operational management level within the Health Service sector
- Proven successful track record in:
 - supporting and sustaining transformational change within a complex organisation;
 - translating business strategy into operational delivery
 - managing operating budgets and delivering financial surplus;
 - leading and performance-managing teams and individuals.

Skills and Knowledge

Essential

- Highly developed operational leadership skills
- Ability to quickly establish effective working relationships and develop strong team working.
- Well-developed interpersonal and facilitation skills, with ability to gain and maintain credibility with senior clinicians.
- Highly effective presentation skills and the ability to present well-reasoned and structured argument orally and in writing.
- Highly developed analytical skills.
- Proficiency in the use of ICT applications to support efficient work activity, including the analysis, interpretation and presentation of complex data.
- Ability to manage priorities in order to meet specific deadlines.
- Ability to hold direct and non-direct reports to account.

Desirable

- Detailed knowledge of Clinical Quality and Safety methodologies.
- Detailed knowledge of Clinical and Corporate Governance frameworks, legislation and best practice.
- Detailed knowledge and understanding of clinical and corporate governance and risk management systems and processes.

Personal Qualities

- Tenacity: demonstrates high levels of self-belief, drive, enthusiasm and stamina to achieve goals and see things through.
- Ability to motivate, inspire and provide innovative solutions.
- Excellent judgement.
- Ability to achieve consistently good results in an inclusive and collaborative manner.
- Ability to work effectively in a complex and changing environment.
- Ability to work under pressure to demanding timetables.
- Understands the need to deliver short-term priorities and achieve long-term goals (sense of balance).
- High degree of political awareness.
- Displays innovative and lateral thinking.
- Prepared to work totally flexibly.
- High degree of self-awareness.
- Ability to maintain confidence, at all times.
- High levels of personal integrity and loyalty.
- Intellectual flexibility that enables the reasoned assessment of a situation and the ability to draw pragmatic conclusions.
- Ability to 'broad scan' to keep abreast of developments in the Health Care sector.
- Ability to deal with confidential issues in a professional and sensitive manner.

Respect and Dignity

Quality of Care

Working Together

Efficiency

Strategic Approach (clarity on objectives, clear on expectations)

Relationship Building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal Credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to Succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: