

Job Description

Title: Divisional Operations Director - Clinical Delivery and Family Services

Band: 9

Staff Group: Admin & Clerical

Reports to: Divisional Director

Job Purpose: The Divisional Operations Director with the Divisional Nurse Director is expected to support the Divisional Director to deliver the effective integrated clinical, operation and financial performance of the Division.

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 divisional and Trust business plan. The Divisional Operations Director will provide strong leadership at a divisional 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 Division.

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.

All senior leaders 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.

Key Responsibilities: In addition to the team / Divisional expectations detailed in the shared core functions the post holder should ensure the following:

Corporate:

1. With the Divisional Director and the Divisional Nurse Director, provide leadership to the Division and contribute to developing the strategic direction of the Trust.
2. Be accountable for the operational management of the Division and understand Trust responsibility for the delivery of a corporate access target (as agreed).
3. Take shared corporate responsibility for the financial performance of the Trust, including the achievement of financial targets, balancing the potentially conflicting demands of budgetary requirements and clinical standards.
4. Ensure that there is divisional level commitment to develop plans to move the Trust to 7/7 working.
5. With the Divisional Director, report to the monthly performance review on divisional performance.
6. Represent the Division at local levels, developing partnerships, sharing best practice and integrating this knowledge within the Trust.
7. Participate in the on-call rota for the Trust and be available for weekend working when required

Operational:

1. Provide effective and visible leadership and direction at all times in the operation and delivery of all services with the Division, including timely delivery of national and local access targets and objectives.
2. Keep the Divisional Director and Chief Operating Officer 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 Divisional Director, Divisional Nurse Director and care group 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 Divisions 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 divisional structure is fit for purpose to deliver Trust and national requirements.
8. Alongside the Deputy Divisional Operations Director support the Care Group General Managers that sit within the Care Groups in the delivery of their specialty access standards and the delivery of the local business plan.
9. With the Divisional Director, lead the divisional annual budget setting process and delivery of savings targets.
10. Set an example to other staff through own personal behaviours

Functional Leadership:

1. Ensure that appraisals and personal development plans are regularly carried out and reviewed.
2. With the Deputy Divisional Operations Director provide functional day to day leadership and support to the Care Group General Managers.
3. Lead on the monitoring and management of all access standards for the Division.
4. Provide direction and leadership to the divisional 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 Division 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 Division develops its workforce strategies and develops comprehensive workforce plans sufficient to meet the Trust's strategic objectives.
2. Ensure good people management practice and effective team working is operating across the division and support the improvement of cross-divisional 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 division'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:

1. Through the tripartite partnership with the Divisional Director and Divisional Nurse Director:
2. Ensure strategic and annual plans for the Division are developed and contribute to the development of the Trust's strategic and annual plan.
3. Ensure annual objectives for the Division are agreed, which support the achievement of the Division's plans.
4. Ensure a strategy for improvement of services within the Division is agreed, which incorporates Trust initiatives including all aspects of clinical governance with the focus on the patient.
5. Prepare robust full business cases to develop or sustain services in line with the strategic direction of the Trust.
6. Participate in the 7/7 working rota, the on-call rota, and be available for weekend working when required.

Personal Development:

1. Ensure personal development objectives are agreed and reviewed annually with the Chief Operating Officer and the Divisional Director.
 2. Ensure continuing professional development is undertaken as agreed with the Chief Operating Officer and the Divisional Director.
 3. Ensure the role of Divisional Operations Director is developed in partnership with the Chief Operating Officer and the Divisional Director.
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**Organisational Chart
(Insert here)**

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. Keep requirements in mind, seek out to improve, including achieving customer service performance targets.
 3. Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
 4. 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.
 5. 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
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Person Specification**Qualifications**

- Professional knowledge acquired through degree, supplemented by specialist training to doctorate or equivalent level,
- Premier post graduate qualification e.g. Master of Business Administration (MBA) or the equivalent applied post-graduation management learning relating to a number of disciplines in Business Management, Finance, Accountancy, Marketing, Information Systems or People Management.
- Membership of a clinical and/or management professional body.

Experience

- Evidence of continuing professional development.
- Previous successful management experience, at a senior level.
- Leading and sustaining transformational change within a complex organisation.
- Developing and translating business strategy into operational delivery.
- Managing operating budgets and delivering financial surplus.
- Leading and performance-managing teams and individuals.
- Extensive senior management experience within the NHS.

Skills & Knowledge

- Strong customer service skills.
- Judgments involving complex facts or situations, which requires analysis, interpretation and comparison of a range of options.
- Exercise expert reasoning and professional judgment to resolve complex problems including areas such as procurement and management support, service delivery and supporting arrangements
- Highly developed leadership skills.

- Ability to quickly establish effective working relationships and develop strong team working.
- Detailed knowledge and understanding of clinical / corporate governance and risk management systems.
- Highly developed interpersonal and facilitation skills, able to gain and maintain credibility with senior clinicians.
- Highly effective presenter, with the ability to present 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.
- Detailed knowledge of Clinical Quality and Safety methodologies.
- Detailed knowledge of Clinical and Corporate Governance frameworks, legislation and best practice.

Personal Qualities:

- 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 enabling reasoned assessment of a situation and able 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.

Working Together For Patients with Compassion as One Team Always Improving
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 always act in such a way that 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: