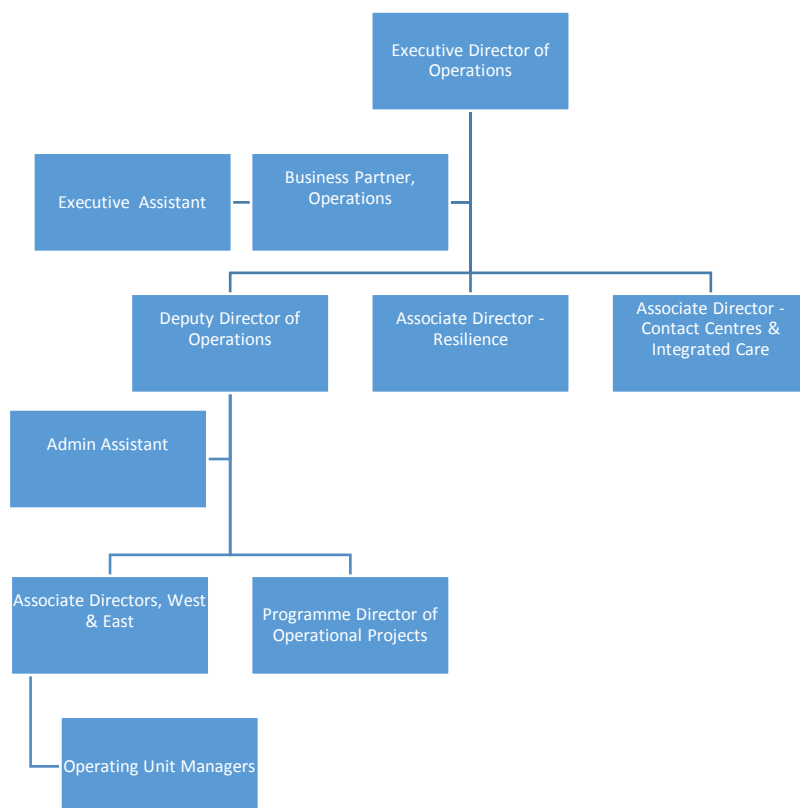




JOB DESCRIPTION

1. Job Details	
Job Title:	Business Partner, Operations
Pay Band:	Band 8a
Reports to (Title):	Executive Director of Operations
Accountable to (Title):	Executive Director of Operations
Responsible for (Title/s):	Executive Assistant
Location/ Site/ Base:	Crawley Headquarters with Trust wide travel
2. Job Purpose	
<p>A key member of the operational leadership team reporting to the Executive Director of Operations and responsible for the leadership of a designated service portfolio and associated budget.</p> <p>Lead on any changes to structures and processes which ensure high service standards, enhance service user experiences and multi-disciplinary team working.</p> <p>Lead on service developments and project activities, providing specialist commercial and business advice to the Operating Unit Managers and their teams.</p> <p>Drive the culture change necessary to focus on patient outcomes, maximise employee engagement and build an inclusive, positive workforce.</p> <p>Support the Associate Directors to work with external agencies and communities to build relationships and proactively deliver appropriate responses.</p> <p>Monitor and review the Executive Director's email traffic ensuring a timely response is made to time sensitive correspondence, maintaining the strictest levels of confidentiality.</p>	

3. Organisation Chart



Other key relationships include;

Executive Director of Operations, Trust Executive Directors, Deputy Director of Operations, Associate Directors East / West, Associate Director for Integrated Urgent & Emergency Care, Head of Fleet and Logistics, Head of Community Engagement, Head of EPRR, Head of HART, Operating Unit Managers, OTL's, EOC OUMs, Make Ready Centre Managers, Production Managers, BI Team, IT Managers, Finance, HR, tactical and strategic commanders.

4. Duties & Responsibilities

Support the Executive Director of Operations and the Operations Leadership team to achieve service goals and quality improvements for service users.

Lead and manage highly complex organisational change projects which have the potential to be resisted by and unpopular with staff and stakeholders.

Initiate and lead service redesign and deliver changes to services which maximise patient outcomes and improve operational effectiveness. Develop capacity and capability to secure sustainable improvements in care pathways and interfaces with other health, social care, independent organisations and partners.

Lead innovation, service redesign and new ways of working, so that services adopt best practice, are informed by new developments, and utilise modern technologies in approaches to the planning and delivery of locally led services, to continuously improve services for patients.

Manage a delegated service portfolio and associated budget, achieving all performance /

cultural targets; design and deliver the service portfolio's annual business plan; maintain compliance with Trust policies and regulatory standards including CQC and NHSI at all times.

Author and present reports for Trust Board, Executive Management Board, Senior Management Team, other committees and sub committees which demonstrate compliance, achievement against performance targets, and effective risk management.

Take responsibility for the implementation, management and ongoing review of applicable Care Quality Commission (CQC) standards and requirements on behalf of the Directorate, ensuring that the Trust adheres to its legal and regulatory requirements. As the operational subject matter expert for CQC must and should do's provide advice and guidance to operational managers.

Ensure that to achieve compliance with CQC, NHSI and Commissioners' standards / requirements, robust / auditable systems and procedures are in place to support management, decision making and provide assurance.

Implement and monitor assurance procedures for safe working for all staff and others affected by the work of the service. Position and use systems and processes to audit and demonstrate clinical and quality governance.

Develop and maintain systems to support management investigations, review audits, identification of trends, themes and lessons to be learnt in an efficient and timely manner. Carry out serious investigations where required, completing these to a high standard and in a timely fashion.

Lead and adopt a proactive approach to risk management including the systematic identification, assessment and management of risk. Create and chair the Operations risk management group to ensure that risks within the Directorate are managed, with a view to minimising and mitigating risk and where practicable eliminated, and that live risks are tracked, monitored and escalated as appropriate with accompanying reporting via risk registers, issue logs and assurance frameworks.

Contribute to the development and delivery of business and service plans, budgets, cost improvement plans and objectives.

Lead on the design and preparation of business cases, in consultation with key stakeholders, for specific service developments and/or strategic investments, acting as Programme / Project Lead as appropriate.

Contribute to the development of and implement service wide policies and procedures with appropriate committees and groups considering the sector's capabilities and requirements.

Work effectively with relevant corporate teams to ensure any people or process changes are implemented positively and adhered to in accordance with NHS and Trust policy and governance.

Ensure policies, procedures and guidelines are communicated to staff effectively.

Work closely and effectively with the information team to develop systems and procedures to facilitate the accurate, timely collection and validation of data to support proactive and effective management and decision making.

Regularly review data to ensure that performance targets are robustly monitored and proactively managed.

Build and maintain effective working relationships with key internal and external stakeholders, including corporate colleagues, strategic partners, patients and volunteers.

Represent the Senior Operational Leadership Team as and when required and necessary. Be willing to be the public face of SECamb and work collaboratively both internally and externally to enhance the reputation and profile of the organisation and service.

Encourage partnership working and collaboration with managers, staff and union colleagues to develop an inclusive and diverse culture within SECamb.

Work closely and in a supportive manner with SECamb subject matter experts, to ensure delivery of best solutions for people and operations across the Trust.

Manage staff and stakeholders' expectations and proactively create opportunities to improve, change and streamline services.

Create and deliver educational packages related to Quality Improvement initiatives.

Personally mentor, coach, support and develop managers within the Operations Directorate in business and commercial agendas, encouraging and giving effective and constructive feedback to enable continuous improvement.

Work closely with HR/Workforce and Learning and Development management teams in identifying, responding to and managing the needs of staff.

Participate in the recruitment of all operational staff including clinicians. Monitor staff attrition for a designated area and take steps with the Associate Director and HR Business Partner team to address and reduce staff turnover.

Contribute to and implement a sector workforce plan, including recruitment, retention and talent management.

Review and monitor strategies and plans to keep delivery on track so reducing the need for short term reactive approaches and actions. Reporting and escalating concerns/risks as appropriate.

Review and implement current and future strategy and service plans to improve patient care. In collaboration with the Associate Directors design strategies based on detailed knowledge and data analysis in collaboration with subject matter experts and key stakeholders.

Alongside the Senior Operational Leadership Team work collaboratively with key stakeholders and decision makers to deliver Trust strategy.

Make effective decisions on behalf of the Trust that may directly or indirectly affect patient care, the public, staff, volunteers and the service using well informed judgement.

Be responsible for delivering the Trust's strategic goals acting in the best interest of the Trust at all times. Undertake specific leadership functions in collaboration with other operational managers, corporate directors and clinicians to support the implementation of service changes.

Positively challenge current strategies and plans; proactively identifying and implementing improvements at a Trust and local level in line with Trust policy. Where necessary lead on policy review and redesign to ensure good governance is adhered to, that policies are fit for purpose and that stakeholders including staff side are appropriately involved.

Develop strategies so the Directorate is able to respond rapidly and effectively to changes and demands in patient care, working practices and external and internal factors whilst ensuring any changes are implemented in accordance with Trust policy, governance and implementation principles.

Develop and apply best practice employee relations in contentious and sensitive situations, encouraging partnership working and collaboration with managers, staff and union representatives.

Actively promote staff engagement and design reward and recognition initiatives in keeping with the Trust values, creating an inclusive culture of respect, high performance and continued engagement.

Work at all times to promote inter-organisational team working between operations and corporate teams. Ensure consistent messaging and application of NHS and Trust policies and processes at all times to encourage fairness in working practices for all.

Be a role model leader by demonstrating inclusive, effective and appropriate behaviours in line with Trust values. Promote a culture of customer focused service delivery and effective employee engagement, development and objective setting to support continuous improvement.

Create an organisational climate which fosters and motivates individuals to contribute to their full potential, promoting and utilising the Trust's performance management framework. Challenge poor performance and inappropriate behaviour, to drive change.

Demonstrate a commitment to the Trust's vision and values, a culture of continuous improvement and to ensure effective management and delivery of services.

Undertake supportive regular management supervision and performance appraisals, including objective setting and identifying personal development needs and timely feedback and coaching. Complete the appraisal processes to required deadlines and support the implementation of personal development plans.

Champion the development of managers and staff to achieve maximum potential; working with the HR Business Partner, Trust Learning and Development and Clinical Education teams to create and deliver the required clinical, managerial, skills and behavioural training.

Provide a safe environment for staff to raise concerns to their immediate line managers and, failing that, to the post holder themselves.

Act as an ambassador when representing the Trust and as a role model, for example, to promote the Trust's vision, values both locally and nationally.

Responsible for managing a delegated budget, associated resources and compliance with standing financial instructions and schemes of delegation.

In partnership with the Associate Director, liaise with Finance Business Partners to agree the budget at the start of the year, actively monitoring throughout the year and being responsive to

changing demands.

Work closely and effectively with the Finance management team to ensure that budgets, financial projections and targets, are accurate and proactively managed and reported on.

Lead on the planning, establishment and delivery of specific CIP initiatives in line with service and business objectives and plans for designated area of responsibility.

Define the scope, specifications and context for Procurement on behalf of the Directorate, and work with the Procurement team to ensure that contracts are negotiated and agreed, and that contractual performance conditions and targets are proactively managed and reported on.

Exercise skill in determining priorities in fast changing environments, maintaining a calm and stable approach.

Values

The post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and Commitment**. Post holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance Service NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the Trust's safeguarding policy and understand their individual safeguarding responsibilities.

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training. As a member of the senior leadership team/ management team, the post-holders is expected to take responsibility for embedding equality and diversity in their work and areas of management responsibility. This will include leading on specific E&D related work streams and ensuring that the Trust is compliant with the appropriate equality legislation.

Corporate Governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);

- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008.

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny. Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets. Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility. Promote, monitor and maintain best practice in health, safety and security. All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of other persons who may be affected by their acts or omissions. In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time. Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure. In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

Date Reviewed:		
Reviewed By:	Manager:	Signature

	Post holder:	Signature:

PERSON SPECIFICATION

Job title: Business Partner, Operations

Outlined below are the requirements needed to carry out the duties of this post. Candidates will be assessed against these criteria.

*Key: **E** – Essential / **D** – Desirable / **App** – Application / **Int** – Interview*

Area	Criteria	Essential or Desirable	Assessment method
Qualifications, Education, Accreditations	<ul style="list-style-type: none"> Master's degree, equivalent professional qualifications and/or substantial demonstrable experience in a similar role or setting; 	E	
Knowledge & Experience	<ul style="list-style-type: none"> Demonstrates continuous professional development including management, organisational development and change management; Substantial experience of delivering and improving operational performance in a similar organisation; Substantial previous experience of working within a regulated service environment Previous experience managing departmental budgets Being flexible by demonstrating appropriate leadership styles and adapting communication to match the situation and audience; Demonstrate an ability to deliver services that are value for money; The ability to use data to inform decisions and take appropriate action; Experience adhering to quality standards in a regulated environment Ability to identify, analyse and manage complex risks The ability to distil complex, sensitive and sometimes contentious information to present to wide ranging audiences, from Board level to patients' families Being able to convey information to a range of audiences, adapting style appropriate to the circumstances. These might include difficult or distressing circumstances; Demonstrate senior management experience at the same or similar level; 	E E E E E E E E E	

	<ul style="list-style-type: none"> • Previous or currently working in the NHS or other healthcare setting • Experience of delivering and improving operational performance; • Substantial experience of managing complex change; • Experience of managing high performing teams; • Experience preparing for CQC inspections 	E E E E E	
Personal Attributes	<ul style="list-style-type: none"> • Being accountable for results and actions and holding others to account; • Being able to learn by mistakes and apply what is learnt to new situations; • Line management of staff • Acting as a role model for others demonstrating leadership behaviours and be able to adapt style according to the situation/audience; • Effective persuading, influencing and negotiating skills to achieve best outcomes; • Always treating colleagues at all levels with dignity and respect, demonstrating compassion and empathy when required; • Working positively with corporate colleagues. • Demonstrates resilience, confidence and self-belief when under pressure. • Exercise a calm and stable approach in the face of frequent interruption and rapidly changing agendas • Able to make judgments and manage highly sensitive issues with the utmost discretion • Able to evidence emotional intelligence • Diplomatic and politically astute 	E E E E E E E E E	
Other	<ul style="list-style-type: none"> • Willingness to drive between sites as required. • The applicant will have no more than 3 points on their licence. • The post holder must receive the appropriate level of security clearance 	E E E	

Date Reviewed:	
Reviewed By:	

Other information for the purposes of Agenda for Change job matching:

Physical factors

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Light physical effort Ability to visit staff throughout organisation.	Weekly Weekly	Variable Variable	N/A	No

Patient/client contact

What level of patient/client contact is required for the job?	How Often?	For How Long?
Occasional contact with patients	Occasional	Variable

Mental & emotional effort

What level of mental effort is required for the job?	How Often?	For How Long?
Analysing and interpreting	Hourly	Variable
Producing high quality reports	Daily	Variable
Can be frequently interrupted	Hourly	Variable
What level of emotional effort is required for the job?	How Often?	For How Long?
Dealing with staff performance.	Daily	Variable
Will be required to deal with significant challenge from the Board and external stakeholders	Daily	Variable

Working conditions

Does the job involve exposure to unpleasant working conditions?	Frequency
Standard Office Conditions	Daily
There is a requirement to use VDU	Daily
Will be required to travel to different sites within the service from time to time	Weekly
May need to accompany crews from time to time	Annually