



Job Description

Job Title: Chief Operating Officer	Reports to: Chief Executive Officer
Area/Function: Operations	Area/Function: Operations

Purpose of Job

Lead the operational delivery of high quality urgent and emergency pre-hospital services to the population of the south-east coast.

Principal Accountabilities

1.	Ensure the delivery of high quality urgent and emergency care services to the patients and population of the south east coast area
2.	Provide leadership to directorate staff in line with Trust values and desired diverse and inclusive culture in order to maximise effectiveness, efficiency and experience of frontline and call centre operations
3.	Deliver services to the required performance standards as set out by national and locally agreed targets and KPIs so that patients receive a timely and responsive service
4.	Achieve service delivery within agreed financial envelope in order to help ensure the Trust achieves its financial targets and becomes sustainable in the longer term
5.	Drive quality improvements in the delivery and organisation of services and the education and professionalism of staff to ensure a modern responsive service to patients
6.	Plan the future of pre-hospital care in partnership with key internal and external stakeholders to achieve system level improvements in the organisation of care
7.	Ensure high levels of governance and probity in the delivery of services in order to help the delivery of an outstanding organisation as well as outstanding services

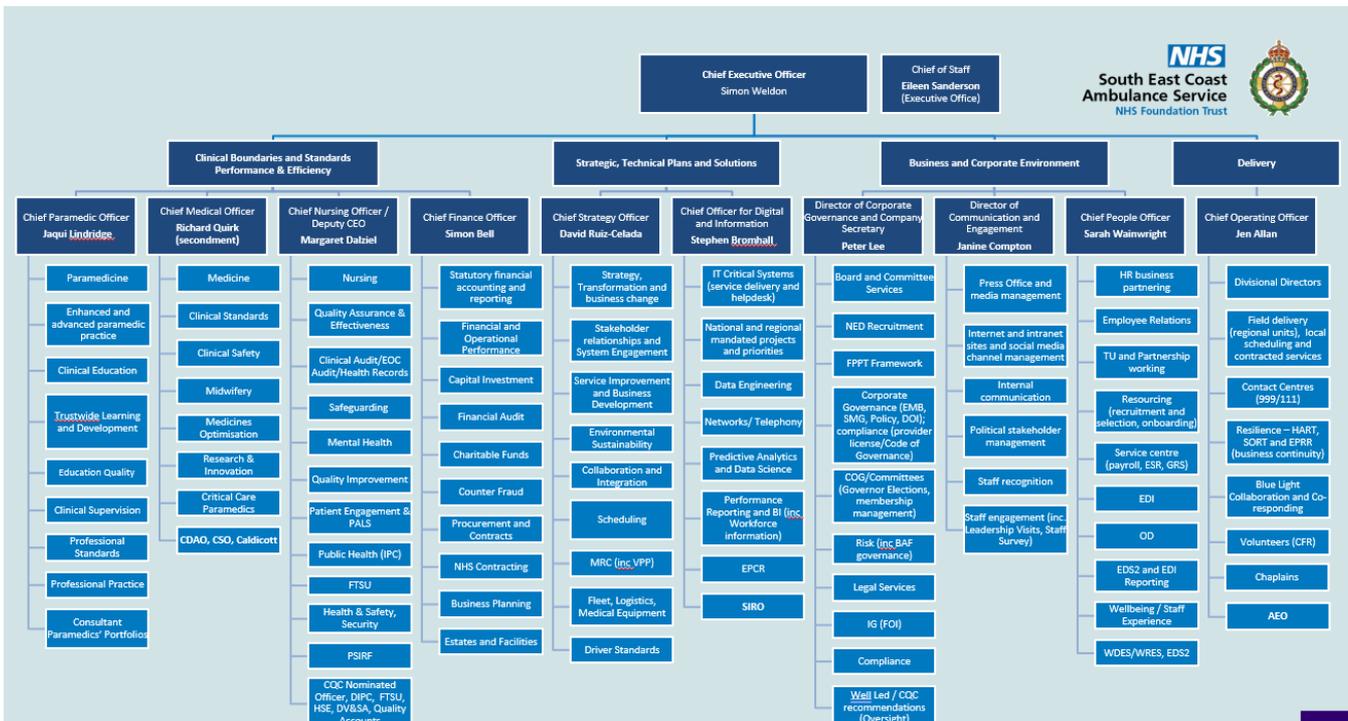


Dimensions

Scope and scale of work in which the job is involved in either directly or indirectly.

Financial	Non-Financial
Budgets Pay: £145m Non-Pay: £2m	Key contributor to the operational performance of the Trust and, working with other executive directors, to the quality and safety of services

Organisational Chart



Work Context

SECAmb works to demanding, high intensity performance standards across four Integrated Care Systems and executive roles require a high degree of resilience and the ability to work in partnership both within and outside the Trust.

The Chief Operating Officer also works collaboratively with the Chief People Officer and recognised Trade Unions to achieve as safe and positive environment for staff as possible. The post holder works very closely with the Chief Strategy Officer who ensures that the pace and scope of the work of the three directorates are in sync.

The Directors are based in Trust HQ in Crawley but are required to travel across the geography of the Trust. All Directors are part of the Executive on call rota that requires the ability to be in the three counties at short notice



Saving Lives,
Serving Our Communities

Person Specification

<i>Education Training and Work Qualifications</i>
Essential Masters level qualification in a relevant field Demonstrable evidence of ongoing continuing professional development
<i>Knowledge</i>
Essential Extensive knowledge of the operating environment and performance standards within the NHS ambulance service; legal, service and quality constraints/requirements; quality improvement methodologies
<i>Skills and Abilities</i>
Essential High level management and leadership skills; excellent communication and interpersonal skills High levels of financial, numeracy, IT, analytical and problem-solving skills
<i>Relevant Experience</i>
Essential Recent experience in a senior operational management role, ideally within the ambulance sector but critically in a role with direct or comparable senior operational management requirements. Board level experience is essential.
<i>Other Requirements</i>
Essential Team player Tangible commitment to equality, diversity and inclusion Track record of compassionate and inclusive leadership Engaging partnership approach – ability to engage key internal and external stakeholders

