



# ASSISTANT OPERATIONS MANAGER

INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



## OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

### Our Vision:

“To provide excellent care for the communities we serve”

### Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	Assistant Operations Manager
<b>Band</b>	7
<b>Directorate</b>	Service Delivery Directorate
<b>Accountable to</b>	Operational Manager
<b>DBS Required?</b>	<b>No</b>

## JOB OVERVIEW

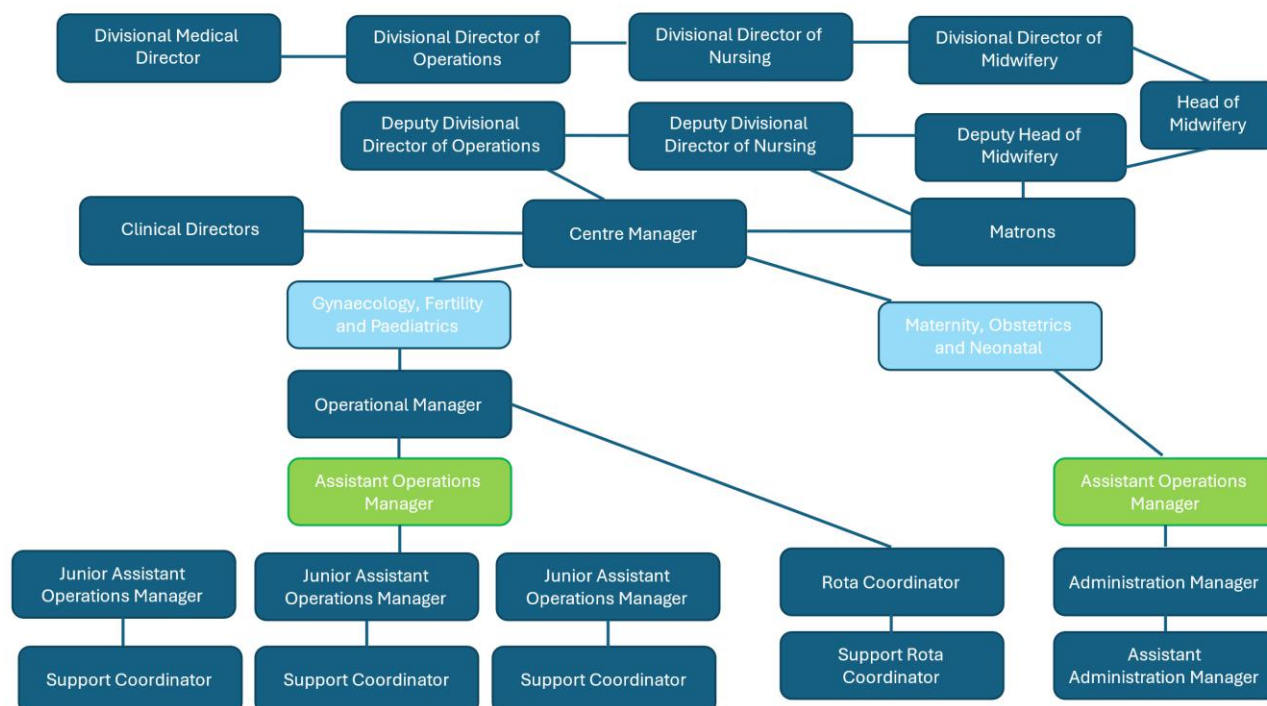
Working closely with the Operational Manager and Clinical Lead for the specialities, the post holder is responsible for supporting the Centre Manager and Operational Manager in the management of the business activities of the Division to ensure delivery of its strategic and operational objectives in line with the Operational Delivery Plan and Accountability Agreement.

The post holder will work closely with the Centre Clinical Directors, Matrons, Centre Managers and other Operational Managers to ensure efficient and effective management of all resources in order to deliver safe, high quality and effective clinical services in an environment of continuous improvement.

The post holder may work across all areas of the Division as required.

The post holder will work with other Divisions and value stream leads as required to deliver the Trust's overall strategic objectives, ensuring that the patient experience is a key priority.

## Organisational chart



## Main Duties and Responsibilities

### 1. Service Delivery

- To manage and maintain performance management systems to support delivery of the Division's Operational Delivery Plan.
- Through the analysis and interpretation of a wide range of complex information, to continuously monitor clinical and financial performance within the Centre.
- To work closely with colleagues in the Finance, Performance Management, Corporate Nursing, and HR functions to ensure that relevant and accurate information regarding the Centre's activity and performance is available.
- To ensure that relevant information on activity and performance is disseminated as appropriate throughout the Division to support effective decision-making.
- To identify and address areas of concern, prepare and present options for improvement and implement change where required.
- To ensure achievement of National operational targets e.g. Referral To Treatment and cancer pathway targets specific to service areas of responsibility.
- To work with clinicians to ensure that activities are coordinated in the most efficient manner.

### 2. Finance

- To manage the budget for the area of responsibility and to support the Centre and Operational Manager in ensuring that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To maximise and monitor income through the capture of appropriate clinical coding.
- To address issues of data quality with respect to coding e.g. appropriate use of Treatment function codes.
- To support the Centre and Operational Manager in budget negotiations.

- To ensure that the Centre's assets and resources are used efficiently and economically.
- To contribute to efficiency improvement initiatives and plans.
- To identify and address areas of concern and ensure that corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.
- To support the development of long- term strategies to ensure the financial sustainability of the Centre.
- To ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions, ensuring that all individuals within the Centre with responsibility for financial resources understand their obligations.

### **3. Business Planning**

- To monitor demand and capacity issues.
- To assist the Centre and Operational Manager in formulating and implementing the Centre Business Plan, ensuring the active involvement of all clinical and professional staff in business planning and service development.
- To ensure that business plans are affordable, deliverable and consistent with Trust strategy, reflecting corporate and national policy and best clinical practice and taking account of the views of all stakeholders.
- To ensure that the Centre's assets and resources are used efficiently and economically.
- To support the Centre Manager and Operational Manager in negotiations with commissioners and key stakeholders, ensuring that business plans reflect their needs and can be delivered within the available resources.
- To develop and progress robust business cases that support the development and growth of modern high quality healthcare services.

### **4. Workforce**

- To line manage operational team members.
- To support the workforce planning process to ensure that the changing needs of the service can be met.
- To support the development of new roles that reflects modern healthcare delivery.
- To analyse and interpret staff satisfaction survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To communicate contentious information to large groups in a manner that is understandable and likely to achieve engagement.
- To have responsibility for the effective running of the non-clinical admin functions.

### **5. Quality and Service Improvement**

- Through the analysis and interpretation of trends and benchmark data, to support the development of improvement strategies.
- To maintain and improve the quality of Centre data on key patient systems.
- To support quality and service improvement within the area of responsibility and work with other services and Divisions to ensure effective patient care and use of all Trust resources.

### **6. Governance and Risk**

- To ensure systems are in place to monitor and manage risk in relation to patient safety, compliance with health service legislation, other statutory requirements and NHS policy.
- To highlight areas of concern so that remedial action can be taken promptly where unacceptable risks are identified.



## **7. Representing the Division and the Trust**

- To support the Centre Manager in establishing effective working relationships with GPs, commissioners of services and patient representatives
- To foster good working relationships with colleagues within the Centre and other Centres.
- To represent the Centre within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.

## **8. Special projects**

- To undertake special projects as required within the Division.
- To support other Divisions and value stream leads as required in delivering on projects.

### **Range of Authority**

To deputise for the Centre Manager as required.

The post holder will support the Centre Manager in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, and business planning and risk management.

The post holder works with limited supervision from the Centre Manager. The post holder is guided by broad occupational policies and in most situations will determine the way in which these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Implementing agreed strategies and plans
- Modifying plans within defined parameters
- Initiating action to correct performance issues
- Use of resources within agreed parameters.

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Sign off of contracts and budgets.
- Any business prior to presentation at Division Committee.
- Performance issues relating to medical staff.

The post holder is an authorised signatory with a personal limit of £500

### **Equipment and systems**

- To use normal office equipment.
- To use a range of electronic information systems and tools.

### **Physical, Mental and Emotional Demands of the Post**

- To analyse and interpret a range of complex information in order to understand the clinical and financial performance of the area of responsibility and to prepare and present options for improvement.
- To undertake presentations to large groups and to senior managers as required.
- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.

- To cope with frequent interruptions whilst in periods of concentration.

### **Working Conditions**

- To maintain a presence within the patient environment.
- To work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.

### **Review**

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Degree level education or equivalent professional qualification or experience</li> <li>• Evidence of a commitment to continuous professional development.</li> </ul>	

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Experience of managing teams.</li> <li>• Experience of business strategy and planning.</li> <li>• Experience of implementing service improvement including complex change</li> <li>• Experience of managing information systems.</li> <li>• Evidence of successful management of a budget.</li> <li>• Track record of achieving services targets.</li> <li>• Current working knowledge and experience managing RTT and Cancer Waiting Time standards.</li> <li>• Ability to manipulate data.</li> <li>• Knowledge of NHS business and financial systems and processes.</li> <li>• Ability to manage a budget.</li> <li>• Ability to monitor complex change projects.</li> <li>• Ability to analyse complex and sometimes conflicting information in order to resolve issues.</li> <li>• Knowledge of quality improvement tools and methodology.</li> </ul>	

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"><li>• Excellent negotiating and influencing skills.</li><li>• Strong skills in leadership and decision making.</li><li>• Excellent numerical skills.</li><li>• Advanced IT skills.</li></ul>	

## GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

# INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

# SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

# CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

## EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

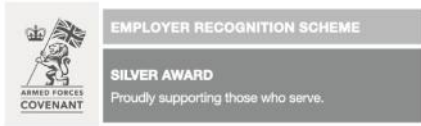
## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.







## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)