

## PERSON SPECIFICATION

**JOB TITLE:** Oncology Clinical Service Support Manager

**DEPARTMENT:** Oncology

	<b>ESSENTIAL</b>	<b>Desirable</b>	<b>HOW IDENTIFIED</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Degree of equivalent professional academic qualification.</li> <li>Masters Degree or equivalent level of experience.</li> </ul>	<ul style="list-style-type: none"> <li>Clinical qualifications relevant to the Directorate</li> <li>NHS Institute for Innovation and Improvement tools and techniques in waiting list, demand and capacity management</li> </ul>	Application Form Interview
<b>Experience</b>	<p>Management experience within the health sector which includes:</p> <ul style="list-style-type: none"> <li>Exposure to solving a range of operational problems involving HR and finance.</li> <li>Undertaking service/business planning in a multidisciplinary setting taking into account finance, workforce, equipment and organisational factors.</li> <li>Managing and delivering redesign and change management programmes/initiatives.</li> <li>Influencing decisions at a senior level.</li> <li>Proven track record of delivering against set objectives and achieving key targets, demonstrating continuous and quality improvements.</li> <li>Patient services including engaging patients in the re-design of services.</li> <li>Experience of managing budgets as a General Manager of more than one clinical service.</li> </ul>		Application Form Interview
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Able to analyse and make judgements on a wide range of</li> </ul>		Application Form

	<p>general management subjects, e.g. Finance, HR, quality, environment.</p> <ul style="list-style-type: none"> <li>• Able to effectively work with members of different professions and across organisational boundaries.</li> <li>• Ability to communicate effectively demonstrating sensitivity /understanding to a wide range of different people/ organisations.</li> <li>• Ability to write and convincingly present reports to a range of audiences at all levels of the organisation.</li> <li>• Ability to effectively negotiate, persuade and influence at all levels of the need to pursue a particular course of action.</li> <li>• Ability to manage and resolve conflict in an effective but non-aggressive manner.</li> <li>• Ability to motivate and inspire staff.</li> <li>• Able to act as catalyst for change, encouraging innovation and creativity in service redesign.</li> <li>• Understanding of IT systems and appreciation of their application and management in order to ensure effective service delivery.</li> <li>• Demonstrates a knowledge and understanding of good HR practice, including a working knowledge of contract / employment law.</li> <li>• Knowledge of external environment including national and regional strategies and priorities, and the national political agenda.</li> <li>• Knowledge of the clinical and corporate governance agendas</li> <li>• Knowledge of governance issues arising from recent investigations into the provision of relevant health services.</li> </ul>		Interview
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	<ul style="list-style-type: none"> <li>• Knowledge of the business planning process and its application in service delivery.</li> <li>• Knowledge of risk management systems and approaches.</li> </ul>		
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Ability to use Microsoft Word, Excel &amp; PowerPoint.</li> <li>• Able to manage staff and achieve optimum performance.</li> <li>• Ability to work under pressure and to meet deadlines whilst maintaining a high quality of work.</li> <li>• Ability to prioritise and quickly identify the core issues in a situation.</li> <li>• Ability to quickly grasp new ideas and concepts.</li> <li>• Willing to challenge traditional practices and wins support from peers to new initiatives by reconciling conflicts and applying rational thinking.</li> <li>• Ability to set high standards for self and others to deliver service priorities.</li> <li>• Ability to maintain credibility amongst all levels of staff.</li> <li>• Intellectual capacity to provide the leadership and direction to develop services and opportunities.</li> <li>• Commitment to own personal development.</li> <li>• Emotionally resilient to competing demands within the organisation and local health economy.</li> </ul>		<p>Application Form Interview</p>