

AFC Reference:	CC/0247
Job Title:	Operational Services Manager
Band:	8a
Division/ Service:	Community Care
Accountable to:	Clinical Services Manager
Responsible to:	Clinical Services Manager

JOB OUTCOMES

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high-quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers.
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.
6. To drive forward a culture of change, innovation and modernisation in partnership with all stakeholders.
7. Effective management and deployment of operational services across the division. The post holder will ensure that a consistent approach to the delivery of high-quality effective services is taken which is underpinned by standardised processes and protocols.
8. Provide and ensure excellent leadership and communication structures are in place across all support services.
9. Developed protocols, local policies and procedures, liaison networks and managerial structures for the support services teams across the division.
10. Increased opportunities for service redesign to reduce costs and increase efficiencies across the division.
11. Ensuring all operational services is managed effectively and within allocated budgets.
12. Assurance that data quality systems are in place and being monitored and improved.
13. Assurance that performance monitoring is an integral part of the organisation.
14. Identification of new business opportunities and service redesign and lead on the production of business cases to demonstrate clinical and cost effectiveness.

JOB PURPOSE

The Operational Services Manager will support the Clinical Services Manager in the effective management and deployment of operational services across the Community Care Division. The post holder will ensure that a consistent approach to the delivery of high-quality effective services is taken which is underpinned by standardised processes and protocols.

As a key member of the Senior Management Team the post holder will be expected to contribute to the overall success of operational services delivery in their area which meets the trusts objectives and targets.

To provide leadership and support to the Community Care Divisional Senior Management Team in the delivery of an effective and efficient operational services structure meeting the trust's strategic objectives. The post holder will be responsible for the management of the operational teams ensuring effective utilisation and distribution of resources across all areas.

Key to this role will be the delegated responsibility for budgetary management, all aspects of quality and performance management and provide advice and feedback to the Senior Management Team on service specific issues.

This will ensure the Community Care Division complies with all statutory requirements in terms of data quality, national and local Key Performance Indicators and ensure continuous improvement within monitoring of data quality.

Responsible for the following support services as defined within the specified service line in the Community Care Divisional Structure.

PRINCIPLE RESPONSIBILITIES

1. To ensure systems and processes are in place to provide line management to support operational services staff across the Community Care Division and ensure effective recruitment, training and development of this staff group.
2. To provide direct operational management of key identified staff members and other groups of staff.
3. To implement and monitor service redesign and transformation across the service line operational services at pace ensuring no unintended adverse consequence arise and transformational activity achieves successful outcomes.
4. To develop systems at a team level that promotes clear communication between staff and management.
5. To identify resources that are required to provide the services on a day-to-day basis and to develop plans for strategic development in the service and financial framework and over the longer term.
6. To contribute to service and corporate budgeting processes with delegated authority to manage financial and human resources to ensure the maximum benefit to service users and service delivery.

7. Lead the teams in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies considering best practice and current options and ultimately making decisions in the best interest of the project.
8. To lead or contribute to workforce development for operational services ensuring that the workforce will meet the future direction of the local services division.
9. Where required, to manage all HR processes for staff within direct reports as required for day-to-day management e.g. Annual leave, monitoring attendance, study leave, cover arrangements.
10. Where appropriate, to support the Clinical Services Manager to ensure the effective management of HR processes to ensure people management needs are met e.g., capacity, disciplinary, grievance.
11. To be responsible for the compliance of Pace to staff and their future developmental needs, ensuring all staff are in receipt of managerial supervision.
12. If appropriate/required to lead on the recruitment of staff to ensure there are appropriate staffing levels across the service developing job descriptions and job plans. To undertake all the processes associated with recruitment.
13. To be responsible for ensuring there is a cost-effective operational services structure delivering the strategic direction to meet the trusts strategic objectives.
14. To contribute to the compliance of data quality ensuring that systems are in place to monitor and improve data quality. This will include influencing the trust's development of the Data Warehouse reporting through relevant portal reports.
15. To lead on information analysis, interpretation and dissemination process to support the achievement of operational services divisional corporate strategies/objectives and main service functions such as commissioning, planning, finance, performance operations and other key information users.
16. To be a signatory for the service line and services within.
17. Authorise orders of equipment, monthly expenses, travel claims etc. in line with Trust Policy.
18. Review, analyse and assess budget pressures, discrepancies, trends and report to Clinical Services Manager.
19. Ensure communication pathways between staff, senior managers and other relevant stakeholders in the Trust are effective and efficient.
20. To represent the Community Care Division at internal and external meetings as appropriate to role and needs of the Division.
21. Have a high level of communication skills to present to a variety of audience concerning developments, changes etc. and be able to use a range of media skills.
22. To contribute to Clinical Governance including appropriate representation and the development of systems.
23. To carry out investigations into incidents or complaints received by the Division or Trust as required. To ensure that the investigation is completed within stated timescales and those recommendations are recorded in a clear, objective and unambiguous way, ensuring appropriate action, i.e., hearing disciplinary or grievances.
24. Demonstrate effective change management, innovation and solution focussed approaches to service improvement.

25. To ensure that clinical quality data is a focus within services across the portfolio for services the post holder supports.
26. To lead on individual time limited projects in support of service business change and developments working with the Clinical Services Manager and any others as required.
27. To observe and maintain agreed policies and procedures as defined by the trust.
28. Be responsible with others for the development and review of policies and operational protocols pertinent to the project and their role.
29. Contribute to overall success of the trust through strong strategic leadership.
30. To deputise for Clinical Services Manager and other managers ensuring divisional support arrangements as required.

GENERIC RESPONSIBILITIES FOR ALL STAFF

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders.
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient/ service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment.
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training workshop.
- Be an ambassador for Just & Learning and Civility & Respect following the training.
- Positively advocate the just and learning culture within your team.

- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/ services to create a positive environment for Just and Learning Culture.
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/ information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS:	<ul style="list-style-type: none"> • Educated to masters degree level or equivalent experience • Evidence of on-going professional development 	<ul style="list-style-type: none"> • PRINCE 2 qualification • Leadership or management qualification
KNOWLEDGE/ EXPERIENCE:	<ul style="list-style-type: none"> • Minimum of 3 years senior management experience in a large complex organisation • Experience of leadership and management of complex change management programmes • Experience of successfully defining, managing and leading change initiatives to support organisational changes • Good understanding of workforce development • Experience and ability to work under pressure and meet competing deadlines • Knowledge of developments in mental health policy and legislation. • Experience of successfully engaging multi-disciplinary teams • Expertise in managing people, managing conflict and balancing demand for resources with availability and prioritisation of same 	<ul style="list-style-type: none"> • Experience in a care giving setting
VALUES:	<ul style="list-style-type: none"> • Continuous Improvement • Accountability • Respectfulness • Enthusiasm • Support • High professional standards • Responsive to service users • Engaging leadership style • Strong customer service belief • Transparency and honesty • Discreet • Change oriented 	
SKILLS:	<ul style="list-style-type: none"> • Ability to analyse and implement financial reports and data • Analytical and problem-solving skills • Research and audit methods 	<ul style="list-style-type: none"> • Evidence of presentation skills

	<ul style="list-style-type: none">• Proven skills in effectively chairing meetings• Proven persuasion and negotiation skills• To embrace a leadership style which inspires confidence in others• To be visible, approachable and accessible to staff• Ability to demonstrate values of Mersey Care through own actions and behaviour• Able to communicate effectively both verbally and non-verbally• Possess excellent listening and negotiation skills• Leadership skills• Innovation and creativity in decision making• Competent IT skills	
--	---	--