

JOB DESCRIPTION

1. JOB DETAILS

Job Holder:

Job Title: Divisional General Manager

Grade: Band 8d

Accountable to: Chief Operating Officer

Location: Royal Cornwall Hospital

2. JOB PURPOSE

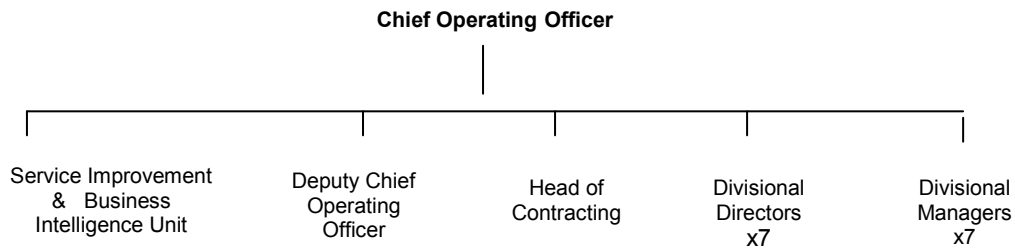
- With the Divisional Director and Senior Matron provide visionary leadership to one of the Clinical Divisions.
- Ensure the Trust delivers high quality and safe care to patients, which represents best value.
- Accountable for the delivery of all financial and activity targets.
- Work closely with our partner organisations to deliver innovative models of care.
- Support the Trust's ambitions to become a Foundation Trust.

3. DIMENSIONS

Scheme of delegation for this post: Level D – Senior Manager

Detailed delegation limits are found in the attached e-document found in the 'Documents' section of NHS Jobs for this post and also on the Trust documents library.

4. ORGANISATION CHART



5. SKILLS & EXPERIENCE REQUIRED

- Strong leadership
- Excellent communication skills.
- Ability to analyse complex problems and propose realistic solutions.
- Highly developed and analytical skills, both in terms of financial and verbal reasoning.

Qualifications

- Educated to degree level or equivalent.
- Higher Professional or Management Degree (to Master's level or equivalent), or at least a willingness and intention to study to this level.

Essential Experience

- Senior management experience of at least five years.
- Budgetary management and workforce development.
- Proven track record in planning and delivering high quality services.
- Proven track records in financial management, staff management and management of change.
- Proven track record of delivery and ongoing personal and professional development.

- Experience of embedding governance and assurance systems and processes into an organisation.
 - High level report writing and presentation skills.
 - Advanced IT skills.
 - Understanding of the network of healthcare provision.
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6. KEY RESULT AREAS

Leadership and Management

1. Lead the Division in partnership with the Divisional Director, Senior Matron and the Divisional Specialty Leads.
2. Ensure the delivery of high quality clinical services in line with the Trust's Strategic Plan 2010 – 2014 and key service objectives.
3. Establish sound financial and performance management arrangements.
4. Working with the Divisional Director and Senior Matron, ensure that the Division has in place robust governance and assurance processes including the delivery of key quality and patient safety standards.
5. In conjunction with the Divisional Director, Senior Matron, Specialty Directors and Service Leads, ensure that systems are in place for the management of risk, including clinical risk. Ensure that all policies and procedures are systematically reviewed.
6. In conjunction with the Divisional Team, establish business continuity plans in collaboration with the Head of Emergency Planning. In addition, be familiar with the Trust's major incident plan and the responsibilities of individuals and Divisions in its execution.
7. Participate in Senior Managers' On-Call rota.

Staff Management and Organisational Development

8. Accountable for all staff in the Division in accordance with the Trust's Human Resource policies and procedures and employment law. This includes recruitment and selection, performance management including appraisal and development planning, dealing with discipline and grievance issues.
9. Develop clear short and medium term workforce plans to ensure appropriate delivery of service plans. Ensure all service delivery and service developments take account of equality and diversity (including disability) legislation in line with Trust policy.

10. Establish a transparent and open communication strategy which allows for both a 'bottom-up' and 'top-down' information flow within the Division and outwith.
11. Create a supportive organisational culture across the Division in which people feel empowered and committed to high standards of care within the context of Trust's management culture.
12. Develop a culture within the Division that encourages innovation, supported by education and development opportunities to gain further knowledge and new skills for the benefit of both the individual and the organisation.

Delivery and Performance

13. The Divisional General Manager is accountable to the Chief Operating Officer for the overall performance of the Division. The Divisional General Manager, supported by the Divisional Management Team, will prepare performance reports for the Executive Management Team and Trust Board as required.
14. Take responsibility for the financial performance of the Division including the delivery of agreed activity and access targets. Ensure clinical services are delivered in line with commissioned activity and planned income, maintaining control of expenditure, improving value for money and ensuring continued service development.
15. Introduce systems to ensure the collection, analysis and benchmarking of data to ensure continuous service improvement and the delivery of quality and safe patient care.
16. Manage the Division's performance against national standards including the National Service Frameworks (NSFs) and Healthcare Commission Standards for Better Health.
17. Lead on management of the Division's waiting list, ensuring strict adherence to the Trust access policy.
18. In collaboration with the other Divisional General Managers, develop capacity plans and plans to address 'winter pressures' and ensure effective implementation throughout all services managed.
19. Ensure the Division business arrangements are conducted in line with the Trust's Standing Financial instructions and relevant statutory provisions and national directives.
20. Ensure effective arrangements are in place for the management of complaints within the Division in line with national and Trust policy. Ensure that statements are made as appropriate, particularly in cases of potential litigation.

21. Ensure appropriate 'learning' within the Division from complaints, incident reporting and other similar communications.

Business and Service Development

22. Full engagement in the annual business planning round. This will include the development of an annual Business Plan for the Division in conjunction with individual specialties and in line with the Trust's strategic plan and key service objectives.
23. Work with Commissioners to establish future demand for services and understand the capacity required to deliver agreed activity levels.
24. Develop a service improvement programme for the Division in line with Trust requirements and contribute to Trust wide value for money and productivity initiatives.
25. Contribute to planning and performance management meetings with the Commissioners as required.
26. Contribute to the development of the Trust Integrated Business Plan as part of the Foundation Trust application process.

Trust Wide Responsibilities

27. Act as an Ambassador for the Trust in appropriate public relation matters, representing the best interests of the Trust at all times.
28. Represent the Trust at appropriate meetings.
29. Act as a Corporate team player at all times.

7. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Working with other Divisional Managers, Divisional Directors, Specialty Leads and Senior Matrons across the Trust.
- Developing and maintaining as appropriate and effective working relationship with Executive and Non Executive members of the Board.
- Ensure collaborative working relationships are established and maintained with Health and Social Care partners.
- Develop external relationships with appropriate local and national networks.

8. OTHER GENERAL COMPLIANCE

- The post holder must at all times carry out his/her duties with due regard to the Trust's Equal Opportunities Policy.
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- It is the responsibility of the post holder to ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work.
- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 1998, in line with the Trust's policies.
- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
- Staff are required to comply with the requirements of the Freedom of Information of Act 2000 in line with Trust Policy.
- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must comply with the National Standards for Better Health [Care Quality Commission].
- The Post holder must comply with the RCHT Mandatory Training policy.
- The Post holder must comply with all RCHT Risk Management & Health & Safety policies & procedures, including undertaking associated training as per the RCHT Mandatory Training policy. ***NB: A post-holder who has managerial accountability will have the added responsibility for the management and maintenance of the department/division/directorate risk register[s], ensuring that all appropriate risks are suitably identified, recorded via the appropriate routes, and acted upon. Specific duties are outlined in the Risk Management Policy to which you must comply with.***
- The Post holder must comply with all aspects of confidentiality, professional codes of conduct [where relevant], the RCHT Staff Code of Conduct and the NHS Managers/Code of Conduct.
- if it is thought that you have breached your code of professional conduct and/or the Managers Code of Professional Conduct, the matter will be investigated in line with the disciplinary policy as a matter of personal misconduct. Where there appears to be a case to answer a disciplinary hearing will take place. At any stage of the process the Trust may refer the matter to your professional registering body for their consideration under their own registration review procedures.
- This job description will be subject to regular review and amended to meet the changing needs of the Trust.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

9. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Senior Officer/Head of
Department Signature:

Date:

Title:

This job description will be subject to annual review and amended to meet the changing needs of the Trust.

This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust.

**Please note:
Rehabilitation of Offenders Act**

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites.

PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	<p>Excellent communication skills</p> <p>Strong leadership skills</p> <p>Able to analyse complex problems and offer business focussed solutions</p> <p>Highly developed and analytical skills, in terms of financial and verbal reasoning.</p>		<p>Application form / interview/Selection exercise</p>
TRAINING	<p>Mandatory training</p>		
ADDITIONAL CIRCUMSTANCES	<p>A criminal record check satisfactory to the organisation.</p> <p>OH clearance</p> <p>Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable.</p>		

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**NHS KNOWLEDGE AND SKILLS FRAMEWORK
FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST (KSF1)**

Title of Post: Divisional General Manager

NHS KSF DIMENSIONS	Needed for Post?	Level for post				Areas of application
		1	2	3	4	
CORE DIMENSIONS – relates to all NHS posts						
1 Communication	Y				√	
2 Personal and people development	Y				√	
3 Health, safety and security	Y			√		
4 Service improvement	Y				√	
5 Quality	Y				√	
6 Equality and diversity	Y			√		

Specific Dimensions to be developed in conjunction with the post-holder on appointment.

<p>Divisional General Manager</p> <p>Salary: £63,833 - £79,031 per annum</p>
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Our Vision is to be a well established, flourishing Foundation Trust, recognised for the quality, safety, innovation and productivity of our services.

Our Offer to you is to join us and be part of a progressive senior team of clinicians and managers responsible for delivering modern, innovative and safe care to our local and visiting population.

Realising our Vision is key to our transformation. We are looking for an exceptional candidate to bring leadership, passion and energy to our future developments. This is an outstanding career opportunity in which you will gain experience across a number of clinical service areas.

The Royal Cornwall Hospitals NHS Trust is a Peninsula Medical School Teaching Hospital and provides acute care services across the county of Cornwall. With a budget of over £290 m and a workforce of 5,000 strong, the Trust provides services from three sites.

Although NHS experience will be beneficial, candidates with comparative experience working in private industry will also be welcomed.

Initial expressions of interest to Andrew Murphy, Interim Chief Operating Officer – 01872 358658.

Closing date for applications: Monday 7th December 2009

Provisional interview date: Friday 18th December 2009