
JOB DESCRIPTION

JOB DETAILS

Job Title:	Deputy Director
Grade:	8C
Division:	Division of Medicine
Base:	Hospital site to be confirmed

ORGANISATIONAL ARRANGEMENTS

Accountable to:	Accountable to the Divisional Director of Medicine
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Key relationships:	Divisional Management Team, Executive Directors, Corporate Nursing Team, Clinical Directors, Divisional Nurse Managers, Directorate Managers, Consultant Medical Staff, Performance and Modernisation Team, Ward Managers, Governance and Complaints Teams
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JOB PURPOSE

To provide senior managerial and leadership support to the Divisional Director. In liaison with Divisional Director is responsible and accountable to the Trust for the delivery of high quality, timely and financially viable clinical services within the Division.

Assumes responsibility for the management of those urgent site-based operational issues which arise and require immediate resolution, within the base site and other sites, as required.

1. Service/Operational Management

- Coordinates the operational management of the Division working closely with the Divisional Director, Clinical Directors, Directorate Managers and Divisional Management Team.
- In liaison within the Divisional Director plays a key role in planning and implementing strategy for operational management so as to meet organisational performance plans within agreed budgets and timescales.
- Provides leadership and direction for Managers, ensuring clear communication of policy, business objectives and agreed targets.

- Ensures the implementation of effective and appropriate performance management systems and processes to ensure delivery of performance targets. Develops and introduces strategies and process changes to ensure recurrent achievement of activity targets within allocated resources. This includes liaison with clinicians to influence working practices to achieve the necessary changes to improve quality and efficiency.
- Leads substantial programmes of work, to improve services across pathways of care or for specific care groups as designated.
- Leads, manages and/or contributes to specific Trust-wide projects or initiatives as requested by the Divisional Director and in collaboration with other agencies.
- Develops own work plan in line with Divisional and Trust objectives

2. Financial Management & Business Planning

- In liaison with Divisional Director, Clinical Directors and Divisional Accountant be responsible for budget setting for all services within the Division.
- Ensures organisational procedures are deployed across Division for control of activities against budget.
- Ensures that services work to develop clinical practice, achieve organisational effectiveness and deliver services within available resources.
- Develops schemes and action plans to deliver cash-releasing efficiency savings according to target.
- Signatory for orders over Managers threshold and authorises endowment expenditure, within financial limits.

Identifies and makes recommendations for capital investment programmes, effective procurement, leads on the development of effective business arguments, presents to the Division or Board or other appropriate forum.

3. Information, data management and analysis

- Identifies, interprets and analyses highly complex situations using judgemental skills across a range of options in order to make decisions and formulate plans.
- Uses, analyses and interprets highly complex data from Trust and Divisional information systems, using data to measure and analyse clinical activity, monitor performance against targets

4. Communication

- Communicates at the highest level, with Senior Managers and Directors within Trust and across other external organisations and agencies., with respect to highly sensitive and highly contentious information; to include long term strategy, resources and finance, redeployment of staff, service related information, changes in models of service delivery, governance
- Negotiates, influences, persuades and reconciles conflicting views in a challenging environment in a manner that ensures corporate credibility and fosters effective and lasting relationships with colleagues, staff, users and other stakeholders.
- Receives highly complex and highly sensitive information with respect to the Division, Trust and partner organisations.

- Presents information both formally and informally to Trust Board, Divisional Management Team, Senior Managers in partner organisations and staff groups.
- Develops and implements processes that support good communications within the Division.
- Ensures effective communications and engagement with other Divisions within Trust, promoting the interests of the Division of Medicine using negotiating and influencing skills to ensure that all services within the Division are considered in the planning and development processes of other clinical groups.

5. Human Resources Management

- Implements Trust strategy for HR management and development Including recruitment & selection policy, discipline, grievance, performance appraisals
- Develops and implements Divisional workforce plan as part of business planning process in line with Division and Corporate HR strategies.
- Ensures an appropriate organisational structure to enable and empower individuals to make decisions where appropriate and that managers have clearly defined responsibility and accountability.
- Ensures effective recruitment processes are implemented within Division compliant with Trust policy.
- Ensures that appraisal systems are implemented and cascaded to all staff within Division.
- Provides appraisal/performance review resulting in clearly understood objectives and personal development plans that reflect both the needs of the Trust and the longer term goals of staff, ensuring that training needs are linked to the service.
- Takes action under Trust personnel policies (e.g. grievance, disciplinary, capability) where necessary, with the support of the Divisional and Human Resource Manager.
- Ensures systems are in place within Division to identify poor performance, conduct issues and that any individuals identified are appropriately supported and managed within Trust policies. Ensures that grievances and whistle blowing are treated appropriately and within Trust policies
- Ensures that the services adopt flexible working practices that meet the Working Time Directive and achieve a fair balance between the preferences of individual members of staff, the needs of the service, and the preferences of the whole staff group.
- Ensures that communication mechanisms operate effectively so that a culture is promoted where all staff can become involved in influencing and supporting the achievement of quality improvement and patient-focussed care.

6. Strategic Planning and Service Development

- Develops and implements long term service strategy and policies for the Division that fully reflect the direction and service needs of the Trust, in line with corporate strategies of stakeholders and linking directly to relevant legislation as well as national and local healthcare guidance and initiatives. Undertakes this in collaboration with local primary care and other NHS organisations, working across organisational boundaries and within complex and changing strategic environment. Resolves conflict, where they arise, relating to service provision.

- Responsible for the interpretation and implementation of broad clinical and professional policies and NHS guidance at Divisional level, provides advice to Trust Board and develops services locally in line with them.
- Leads and coordinates achievement of all Divisional objectives ensuring relevance to local and national priorities.
- Lead and coordinate patient experience initiatives across the Division.

7. Corporate Role

- In liaison with Divisional Director is responsible and accountable to Trust for the delivery of all clinical services within the Division, in line with relevant standards to include Standards for Better Health, CNST and other Trust, SHH and DoH standards.
- In conjunction with the Divisional Director in provides strategic direction for managers within the Division.
- Develops and fosters effective partnerships with other Divisions, Corporate Directorates, local PCT commissioners and Primary Care Teams.
- In conjunction with the Divisional Director implements the service aspects of the NHS Plan and NHS Improvement Plan.
- Takes a lead role in service improvement and development, implementing change to ensure key corporate, national and local targets are achieved within agreed timescales.
- Contributes to the Trust's service reconfiguration strategy and facilitates opportunities for service modernisation, quality improvements and efficiencies within the surgical division.

8. General

- Deputises for the Divisional Director, as appropriate
- Participates in the Divisional/Associate Director management on-call (freq. approx. 1:8).

The above indicates the main duties of the post which may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

Date Prepared: February 2009
Prepared By: Sue Lunt

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<p>First Degree or equivalent</p> <p>Plus further specialist training and managerial, financial and strategic knowledge acquired by postgraduate management qualification, or individual courses and equivalent experience, to a minimum of diploma level.</p> <p>Expected to maintain, improve and update professional knowledge and skills and participate in continuing Professional Development</p>	<p>Experience of managing staff from a range of professional backgrounds</p>	<p>AF</p> <p>AF</p> <p>AF</p> <p>AF</p>

EXPERIENCE	<p>Minimum of 4 years proven experience in managing at a senior level, ideally in the acute sector</p> <p>Considerable understanding experience of managing a large, complex service, including exposure to solving a range of operational and strategic problems</p> <p>Proven track record of leadership, managing redesign, organisational change, service activity and service reconfiguration within a large and complex organization.</p> <p>Track record of delivering against set objectives and achieving key organisational targets, demonstrating continuous performance improvement.</p> <p>Experience of managing large groups of staff and implementing HR strategies and policies.</p> <p>Experience of managing a large budget.</p> <p>Experience of developing business cases and successful project management</p> <p>Experience of working in a pressurized, unpredictable environment</p> <p>Evidence of partnership working across organizational boundaries</p>		<p>AF</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p> <p>AF/INT</p>
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SKILLS	<p>Innovative and creative, ability to interpret and implement national and local strategy and policy drivers relevant to all services within Division</p> <p>High level of interpersonal skills both written and verbal, persuasive and facilitative.</p> <p>Strong leadership and motivational skills – able to work effectively with a diverse team located on multiple sites</p> <p>Ability to communicate effectively with individuals at all levels and across agencies</p> <p>Well developed political awareness, influencing, negotiation and conflict resolution skills</p> <p>A team player who can work effectively with clinical and managerial colleagues</p> <p>Highly developed analytical skills and the ability to deduce key points from highly complex data in order to make decisions</p> <p>Good presentation skills, ability to prepare and present reports for consideration at Trust Board or equivalent</p>		<p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p>
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<p>KNOWLEDGE</p>	<p>Knowledge across a range of clinical areas, the NHS and changes within it</p> <p>Knowledge of national political agenda, the external environment, including national and regional strategies Knowledge of change management and quality improvement theory.</p> <p>Knowledge of strategic management processes and their application</p> <p>Sound knowledge of clinical governance and risk management agendas.</p> <p>Knowledge of business planning process and its application in service delivery.</p> <p>Understanding of IT systems and appreciation of their application and management in order to ensure effective service delivery</p>		<p>AF/INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p> <p>INT</p>
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OTHER	A corporate player, able to successfully link strategy and operations		INT
	Assertive, confident and able to work under own initiative, emotionally resilient.		INT
	Ability to function under pressure and meet deadlines whilst maintaining a high quality of work		INT
	Ability to work management on-call		INT
	Car owner/driver or supported driver		AF
	Computer literate		O
	Satisfactory health screening		

Key: AF = Application Form
P=Presentation

INT=Interview

O=Other

It is important for candidates to show in their application forms how they meet the stipulated requirements

GENERAL STATEMENTS:

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT/DATA PROTECTION ACT

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment. All information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

TRUST POLICIES

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

RESEARCH

The Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

EQUAL OPPORTUNITIES

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.