

ASSISTANT BUSINESS MANAGER

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports the Centre Manager in running the Centre's business activities.
- You will manage performance systems and information to help the Centre meet its goals.
- You will monitor budgets and resources, making sure services are delivered efficiently.
- You will help plan and develop services, working with staff and stakeholders to improve patient care.
- You will support workforce planning and oversee non-clinical administration.
- You will ensure risks are managed, quality is improved, and the Centre is well represented inside and outside the Trust.

Job Description

Job title:	Assistant Business Manager
Grade:	6
Site:	The Royal Shrewsbury Hospital/The Princess Royal Hospital
Accountable to:	Centre Manager
DBS required:	None

Job Purpose

The post holder is responsible for supporting the Centre Manager in the management of the business activities of the Centre to ensure delivery of its strategic and operational objectives in line with the Operational Delivery Plan and Accountability Agreement.

The primary purpose of the role is to manage and maintain performance management systems information systems, to ensure all operational targets and priorities can be met.

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

Main Duties and Responsibilities

1. Service Delivery

- To manage and maintain performance management systems to support delivery of the Centre's Operational Delivery Plan and Accountability Agreement.
- Through the analysis and interpretation of a wide range of complex information, to continuously monitor clinical and financial performance within the Centre.
- To ensure that all information relating to the activity of the Centre is recorded accurately and in a timely manner to enable performance to be continuously monitored.
- 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 Centre to support effective decision-making.
- To highlight areas of concern, prepare and present options for improvement and support the implementation of agreed plan.

2. Finance

- To monitor the Centre budget and to support the Centre Manager in ensuring that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To support the Centre 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 highlight 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 assist the Centre Manager in the formulation and implementation of 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 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 reflect modern healthcare delivery.
- To support the Centre Manager in negotiations with commissioners and key stakeholders, ensuring that business plans reflect their needs and can be delivered within the available resources.
- To negotiate with both internal and external service providers to ensure that the needs of the Centre are met.
- To develop and progress robust business cases that support the development and growth of modern high quality healthcare services.

4. Workforce

- To analyse and interpret staff satisfaction survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To have responsibility for the effective running of the non-clinical administrative functions.

5. Quality and Service Improvement

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

6. Governance and Risk

- To ensure that 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 Centre 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 Centre.
- To support other centres and value stream leads as required in delivering on projects.

Range of Authority

The post holder will support the Centre Manager in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, 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
- 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:

- 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 Centre's clinical and financial performance and to prepare and present options for improvement.
- To undertake presentations to groups of staff and 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 work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.

Person Specification

	Essential	Desirable
Qualifications	• Degree level education or equivalent professional qualification or experience • Evidence of a commitment to continuous professional development	
Experience	• Experience of managing information systems • Evidence of monitoring projects • Evidence of effective people management	
Knowledge and skills	• Excellent numerical skills • Advanced IT skills • Ability to manipulate data	

	• Knowledge of NHS business and financial systems and processes • Ability to monitor a budget • Ability to monitor complex change projects • Ability to analyse complex and sometimes conflicting information in order to resolve issues • Knowledge of quality improvement tools and methodology • 18 week RTT pathway	
Other	• Example Ability to travel across the health community as required • Eligible to work in the UK	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

