

# Assistant Operations Manager Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## 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.\*\**

- The role helps make sure the Centre runs safely, smoothly and within budget.
- It supports staff and leads day-to-day work to give patients high-quality care.
- It uses information and data to spot problems, make improvements and support good patient flow.
- It works with managers, nurses, doctors and other teams to plan services and meet key targets.
- It helps manage staff, supports training and development, and makes sure policies are followed.
- It supports good use of money and resources, and helps the Centre meet its goals.

## Job Description

<b>Job title:</b>	Assistant Operations Manager
<b>Grade:</b>	7
<b>Site:</b>	The Princess Royal Hospital, Telford
<b>Accountable to:</b>	Centre Manager
<b>DBS required:</b>	None

### Job Purpose

The post holder will work closely with the Operational Manager and Centre Manager to ensure efficient and effective management of all resources within the Centre to deliver safe, high quality and effective patient care. They will work innovatively to support patient pathways whilst ensuring that the service remains within its allocated budget. The post holder will be responsible for providing operational leadership to junior members within the team.

The post holder will work with other centres as required to support delivery of the division and Trust's overall strategic objectives, ensuring that the patient experience is a key priority.

## Organisational Chart

### Division Structure



## Main Duties and Responsibilities

### LEADERSHIP

- To provide professional leadership to junior staff within the Centre to ensure the delivery of safe, high quality and effective patient services within the Centre using data/information to inform decision making.
- Support transformational change and innovation across all areas within the Centre ensuring high productivity across key areas such as Theatres and Outpatients.
- To act as an ambassador for the Centre and to demonstrate through personal behaviours the core values of the Trust.
- To ensure a regular physical presence within all areas of the Centre to provide appropriate leadership.
- To participate in and promote cross site working.

## SERVICE DELIVERY

- Collaborating with the Operational Manager, Matron, and clinicians the post holder will support the formulation and implementation of service delivery plans to achieve the operational and strategic objectives of the Centre in line with the Centre Accountability Agreement. The post holder would collate data to be considered in external and internal business cases. The Centre Accountability Agreement is outlined below:

### Centre Accountability Agreement



This process is not exhaustive and other meetings for example monthly finance and HR may be used to escalate potential issues or discuss future internal/external business cases or bids or opportunities for the growth, reform and sustainability of the Centre

- By analysing and interpreting a broad spectrum of complex information, the postholder will routinely monitor both clinical and financial performance for their specialty.
- Collate and analyse data within specific areas of responsibility and present where appropriate.
- To work closely with colleagues in the Finance, HR, Nursing teams and clinicians to ensure that relevant and accurate information regarding the Centre's activity and performance is available and shared regularly with the team.
- To ensure that relevant information on activity and performance is disseminated as appropriate to support effective decision-making.
- To identify and address areas of concern, prepare and present options for improvement and implement change where required.
- To assist PALS staff in helping to resolve the concerns of patients and their families as quickly as possible.
- To contribute towards the development, production and implementation of the department's strategic objectives and business plan, in line with agreed service and financial objectives.

- Working in conjunction with the Operational Manager ensure capacity and demand modelling is up to date and relevant to support delivery of the service within budget.
- To ensure that mechanisms are in place to regularly review clinic templates ensuring that they meet Trust and GIRFT standards, escalating to the Operational Manager when there is variation.
- Ensuring that Outpatient 642 standards are in place within the speciality and that rooms are booked appropriately when required and cancelled in a timely manner when they are not.
- Ensuring that Theatre 642 standards are in place within the speciality and that theatres are allocated and booked appropriately in line with patient demand.
- To support patient flow across areas of responsibility.
- To support the effective management of the clinical service delivery areas to ensure delivery of operational performance targets for RTT, Cancer and DMO1.
- Working within the Accountability Agreement for the Centre using this to escalate potential issues that will affect the service but also seek solutions in line with the divisional governance process
- Collaborate with the Operational Manager to identify areas of continuous improvement with regards to theatre and outpatients productivity and utilisation.
- Ensure that there are robust systems and processes in place to manage the day-to-day workload of junior members of staff within area of responsibility.
- Work collaboratively with the Service Improvement team or PMO to ensure that service actions plans are up to date.
- To ensure good data quality across all systems including the PAS system for area of responsibility.

## **BUSINESS PLANNING**

- To support the Operational Manager and Centre Manager in the formulation and implementation of the Centre Business Plans.

## **GOVERNANCE AND RISK**

- Alongside the Operational Manager and Centre Manager, 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 support the implementation of centre business continuity plans and conduct yearly reviews.
- To effectively highlight areas of concern so that remedial action can be taken promptly where unacceptable risks are identified.
- Work collaboratively with the patient safety and governance team.
- To manage health and safety risks within the working environment across all areas working with Nursing and clinical colleagues.
- To ensure that all governance processes within the Division are followed including recruitment, procurement, and finance.
- When required liaise with patients and families in order to resolve complaints.

- To support the Operational Manager to monitor and respond to complaints within the required time limits, whilst ensuring compliments are communicated with teams recognising success and achievements.
- To ensure that datix's are responded to within the required time limits.
- Alongside the Operational Manager and Centre Manager, ensure that effective systems are in place to report, monitor and manage clinical and non-clinical risk.

## QUALITY AND SERVICE IMPROVEMENT

- Through the analysis and interpretation of trends and benchmark data, to contribute to the development and implementation 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.

## WORKFORCE

- Along with the Centre and Operational Manager be responsible for the day-to-day management of all non-medical staff within the area of responsibility, including recruitment, induction, training, appraisal, and sickness management.
- To ensure all staff within the area of responsibility have clear roles, objectives, responsibilities, and development plans including up to date job descriptions.
- Encourage and empower teams to develop innovative ways of working to realise full potential of individuals and team working.
- To ensure appropriate deployment of all staff within the area of responsibility to deliver safe and effective patient care within the resources available.
- To ensure the effective performance of all staff within the area of responsibility, providing regular feedback and conducting health and wellbeing conversations to develop a culture of inclusion and feeling valued.
- To ensure that all staff are managed effectively within the HR policy framework.
- Alongside the Operational Manager and Centre Manager support workforce transformation strategies and plans that reflect the changing needs of the service.
- To support the development of new roles that reflect modern healthcare delivery.
- To promote a culture of learning and continuous improvement, ensuring sufficient capacity and capability of individuals to enable them to deliver high quality care and contribute to service transformation.
- To facilitate opportunities for education and development within team.
- Alongside the Operational Manager and Centre Manager, ensure effective working relationships throughout the Centre.
- To establish and operate effective systems for staff involvement, engagement, and communications within the area of responsibility and to support wider communications within the Centre and the Trust as a whole.
- To ensure compliance with Health and Safety legislation, policies, and procedures within the area of responsibility.

- Where appropriate and with the support of the Operational Manager, lead on Management of Change processes within area of responsibility using influential and persuasive skills
- Working closely with Centre Clinical Directors/Clinical leads, support the Operational Manager in ensuring the Medical Staffing sickness process policy is followed robustly and Medical Staff are supported appropriately.
- Adhere to the Trusts workforce panels and process when requesting additional resource support.

## FINANCE

- To support the Operational Manager and Centre Manager to deliver effective financial management of services within the area of responsibility, ensuring that they are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To ensure that the Centre's assets and resources are used efficiently and economically.
- To attend regular finance meetings alongside the Operational Manager to review expenditure and contribute to the Centres financial forecast.
- Collaborate with the Operational Manager and Centre Manager to contribute to the Centre's capital replacement programme and working with Medical Engineering Services to ensure the replacement programme aligns. Ensuring correct documentation is in place to submit to capital planning through operational planning process.
- To contribute to efficiency improvement initiatives and plans.
- To have awareness of the budget setting and operational planning process.
- Work alongside the Operational Manager and Centre Manager to ensure corrective action is taken in a timely manner where it becomes apparent that progress against plan is not as expected.
- Collaborate with the Operational Manager and Centre Manager, and work closely with the Centre's Procurement Lead to ensure compliance with procurement legislation and adherence to the 'No Purchase Order, No Payment' policy
- Work with the rota co-ordinators to ensure that adequate medical staffing cover is in place across all rotas and escalating issues to the Operational Manager.
- Alongside the Operational Manager, ensure that all WLI information and time sheets are submitted and authorised within one month.

## REPRESENTING THE CENTRE AND THE TRUST

- To support the Operational Manager and Centre Manager in establishing effective working relationships with GPs, commissioners of services and patient representatives.
- To foster good working relationships with colleagues across the division and wider Trust.
- To represent the Centres and Division within the Trust and externally as required.
- To network with other Trusts to identify, share and learn areas of good practice.

- Adhere to the NHS Code of Conduct for Managers.

### **SPECIAL PROJECTS**

- To undertake special projects as required within the Centre and Division.

### **RANGE OF AUTHORITY**

The post holder is responsible for the day-to-day management of services within their remit.

The post holder will contribute to business decisions affecting the Centre such as contracting, budgetary management, business planning and risk management. The post holder will support the development and implementation of policies and procedures within the department and will contribute to the development of policies impacting on other areas. The post holder 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 to their line manager prior to action include:

- Prioritising the use of all resources within the area of responsibility.
- Decisions regarding staffing levels and skill mix within budgeted establishment.
- Staffing issues and performance of staff in accordance with Trust policy.
- Implementing standards, policies, and protocols within their area of responsibility.

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Changes to staffing levels or skill mix that impact significantly on quality of patient care or exceed budgeted establishment
- Significant changes to service delivery.
- Development of standards, policies and protocols impacting on other Centres.

### **EQUIPMENT AND SYSTEMS**

- To use routine office equipment.
- To use a range of on-line, electronic information systems and tools.
- To ensure area specific systems are in good working order, escalating to digital where appropriate.

### **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 large groups and to senior managers when required.

- To handle emotive and challenging situations relating to patients, service users and staff, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with requent interruptions whilst in periods of concentration.
- To regularly deal with patient complaints and staff problems.

### WORKING CONDITIONS

- To maintain a strong presence within the patient environment.
- To work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Degree level education or equivalent professional qualification or experience</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of a commitment to continuous professional development</li> </ul>
<b>Management Experience</b>	<ul style="list-style-type: none"> <li>• Experience of managing teams</li> <li>• Experience of business strategy and planning</li> <li>• Experience of implementing service improvement including complex change</li> <li>• Track record of achieving services targets</li> <li>• Ability to make sound decisions on best evidence and within timescales required whilst taking calculated risks</li> <li>• Ability to engage and inspire all in improving services for patients</li> <li>• Ensure compliance with legal, regulatory ethical standard</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of managing information systems</li> <li>• Evidence of successful management of budget</li> </ul>

<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Strong skills in leadership and decision making</li> <li>• Excellent negotiating and influencing skills</li> <li>• Excellent numerical skills</li> <li>• Advanced IT skills</li> <li>• Ability to manipulate data</li> <li>• Ability to manage a budget</li> <li>• Ability to monitor complex change projects</li> <li>• Ability to analyse complex and sometimes conflicting information in order to resolve issues</li> <li>• Knowledge of quality improvement tools and methodology</li> <li>• Ability to manage budget, workforce and assets</li> <li>• Ability to analyse and interpret management reports, statistical data (e.g. audit reports) etc.</li> <li>• Ability to write coherent and concise management reports</li> <li>• Ability to absorb and interpret national/ local strategy documents, reports etc.</li> <li>• Ability to enhance use of technology appropriately to improve performance and service to patients</li> </ul>	<ul style="list-style-type: none"> <li>• Current working knowledge and experience managing RTT and Cancer waiting time standards</li> <li>• Knowledge of NHS business and financial systems and processes</li> <li>• Knowledge of quality improvement tools and methodology</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to travel across the health community as required</li> <li>• Eligible to work in the UK</li> </ul>	

## 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.

