

Deputy Divisional Director of Operations

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 helps lead the Clinical Support Services (CSS) team and supports the Divisional Director.
- You will manage important hospital services like Radiology, Pathology, and the Community Diagnostics Centre.
- You will make sure services run safely, meet quality standards, and are delivered on time.
- You will work with other teams to improve how services are planned and delivered for patients.
- You will help manage budgets, staff, and projects to make services better and more efficient.
- You will share important information with staff, patients, and other organisations to support good care.

Job Description

Job title:	Deputy Divisional Director of Operations
Grade:	8C (subject to A4C banding)
Site:	The Royal Shrewsbury Hospital
Accountable to:	Divisional Director of Operations
DBS required:	Yes – Standard

Main Duties

- The post holder will act as Deputy Divisional Director of Operations, CSS and form part of the CSS leadership team. On behalf of the Divisional Director CSS, the postholder is responsible for coordinating and prioritising the effective and efficient delivery of highly complex clinical services, including new projects, across the Division and the management of operational business on a day-to-day basis, meeting all necessary standards of safety, quality, and patient access within agreed resources. This will include responsibility for the achievement of the relevant key performance and access targets, contractual obligations including all regulatory standards.
- Your portfolio will comprise of a number of diagnostic services that support our Planned and UEC Pathways within SaTH and our community. You will be responsible for Radiology (including Cardio-Respiratory), Pathology, and the Community Diagnostics Centre which we host on behalf of our Integrated Care System.

- Working closely with the DDO for CSS, the Divisional Medical Director, Finance, Workforce, Estates, and other SaTH Divisional colleagues, the postholder's primary focus will be to support the Divisional Director of Operations together with a focus on the divisional ambitions and transformation plans aligned to the Divisional, Trust and System Objectives.

Communication and Key Working Relationships

- Communicate widely and effectively using various media; email, face-to-face, teams, telephone, in writing.
- Convey sensitive information, using sensitivity and diplomacy to deliver the message. Be able to articulate views both in small and large groups.
- Communicate difficult /unwanted messages to staff, patients and carers when required.

The post holder will communicate with the following groups:

- Directors and Board
- Divisional team(s)
- CSS Centres and other SaTH Divisions/Centres
- External organisations
- NHS Regulators
- Commissioning Teams
- Patient forums
- Departments and teams within the Trust
- STW and other partner organisations
- GPs
- Patients
- User groups
- External organisations, other Trusts, voluntary sector, charities

Main Duties and Responsibilities

- Be responsible for the oversight of the Divisional operational performance and support the service development within the respective services within the Division. This will include responsibility for the achievement of the relevant key performance and access targets, contractual obligations including all regulatory standards.
- Ensure the Trust vision and values are part of everyday practice across the Division.
- Ensure with the Divisional Director strategic alignment across the organisation and particularly across the Divisions.
- Monitor and review business and service performance at all levels across all dimensions of care and delivery, reporting on performance directly to the Divisional Management Team, and instituting recovery plans and remedial action plans where necessary.

- Assist with the development and implementation of major delivery and transformation plans to affect the service strategy including those involving cross divisional and external partnership working, to support improved patient pathways.
- To oversee substantial budgets, significant numbers of staff and complex clinical operations.
- To assist in driving through the delivery of ambitious targets to continually improve performance within the Division.
- Support the Divisional strategy and ensure alignment with the Trust's overall strategy and Integrated Business Plan.
- Explore new and innovative business management strategies and clinical pathways to maximise the organisational efficiency, income and effectiveness of the Division.
- Develop and maintain effective working relationships with clinicians across the Trust to facilitate a patient safety approach to service developments and service improvements.
- Ensure patient safety, experience and clinical outcomes are central to service delivery.
- Challenge existing practices, ensuring that progressive solutions, which take into account models of best practice, are incorporated into service plans.
- Ensure that all income required to support delivery of the service is identified and that budgets are realistic.
- Work with Community, Social Care and Academic partners to ensure that delivery plans support the wider healthcare agenda including improvements in equality and access.
- Work closely with all Divisions, clinicians and support services in other parts of the Trust to ensure delivery plans are compatible and to maximise opportunities for more efficient ways of working.
- Support clinicians to deliver service improvement projects that deliver improved clinical outcomes for patients, reduced waiting times and more efficient use of resources ensuring the process for Quality Impact Assessment is embedded in practice.
- To have the oversight of all Divisional Business Cases and process and ensure effective, robust delivery into service provision.
- Responsible for the budgets across several service areas
- To ensure robust processes are embedded in the Division for oversight of Cost Improvement Programmes.

Communication and Relationship

- To establish effective two-way channels of communication within the Division at all levels.
- To foster a culture of openness and transparency at all levels within the Division and in partnership with other functions in the Trust.

- Establish excellent communication with other managers in the Trust and wider healthcare community to ensure that services are integrated.
- Regularly meet with clinical and non-clinical staff to ensure they remain engaged in the Trust's vision for delivering excellence in all we do.
- Ensure that good practice is rapidly shared within the Division and wider organisation where appropriate.
- Effectively manage communication with internal and external stakeholders consisting of highly complex, sensitive, and contentious information.

Planning and Organisational

- In partnership with the Divisional Director, be responsible for the creation of long-term strategic plans for the Division, collaborating with service leads in the creation, to ensure engagement from the outset.
- To oversee the provision and delivery of high quality, efficient and effective services within the divisions and across the Trust meeting regulators relevant quality indicators for the Division.
- Participate in the development of capital schemes including planning and to lead the implementation of the operational elements of these schemes to the agreed objectives and timescales.
- Support the Directorates/Services to ensure each Directorate has clearly defined performance objectives supported by a management regime to deliver continuous improvement.
- Ensure that activity and other data is captured accurately and analysed in a timely manner enabling accurate forecasting trends and anticipating issues that could affect service delivery.
- Develop and implement effective reporting arrangements within the Directorate Management teams to accurately record and monitor performance against local and national targets and to pro-actively manage any variances.
- Provide regular reports on behalf of the Division with assurance that appropriate follow up actions will be completed. This will include significant report writing, data analysis and presentation of highly complex information to a wide range of key stakeholders, including Board members.

Responsibility for Policy / Service Development

- Oversee that all required policies are in place and fit for purpose within the Division.

Management Responsibility

- Promote a culture where governance and risk management are seen to be everyone's responsibility.
- Help ensure that appropriate and necessary Divisional resources are made available to describe and deliver an annual Governance Plan, including relevant clinical audit activity.

- Help ensure that patient safety is at the centre of Divisional planning, analysis and delivery.
- Ensure that services within the Division employ robust risk management and systems for clinical quality and safety improvement.
- Promote clinical information for benchmarking and audit to improve patient experience.
- Help develop and implement effective systems to record and monitor governance and risk information, and to provide reports to the Trust's Trust Management Executive, Quality
- Committee and Clinical Governance Committee as well as other appropriate Board sub committees.
- Ensure that systems are in place to deliver accurate and timely statutory information (e.g. Data Protection and Freedom of Information).
- Regularly review the Divisions workforce plans to ensure it has the right numbers and the right level of knowledge skill and expertise skill to deliver services in the most effective and efficient way.
- Ensure that managers are supported to lead, motivate and develop staff.
- Ensure that managers have been trained in core HR policies such as Equality and Diversity
- Employment Relations, Recruitment, Management of Change, and are competent to deal with HR issues.
- Promote a culture where staff feel empowered and accountable for service improvement at local level.
- Work closely with clinicians and managers to ensure that services within the Division are providing optimum quality of care in line with national healthcare.
- Adhere to the NHS Code of Conduct for Managers.
- In the absence of the Divisional Director, respond to divisional business issues and deputise for them as required.

Confidentiality and Security

Your attention is drawn to the confidential 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.

Pandemic or Major Incident

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

Equal opportunities and Diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

Person Specification

	Essential	Desirable
Qualifications	• Educated to Master's degree level or equivalent relevant senior management experience • Evidence of highly developed professional management development within relevant field of practice • Evidence of a commitment to continuous professional development	• Workforce planning/development/innovation • Healthcare Professional Qualification and registration
Experience	• Demonstrates SaTH values • Significant experience of working at a senior management or senior professional level (equivalent to Postgraduate Diploma) in the acute sector • Significant experience of managing clinical diagnostic services across a range of disciplines and specialties • Evidence of effective design and management of patient flows and pathways • Experience of business strategy and planning • Experience of leading the implementation of service improvement including complex	• Able to facilitate workshops, meetings and engagement sessions • Experience of managing services/pathways within scope of portfolio

	change management programmes • Experience of managing clinical and non-clinical risk • Evidence of effective management of a complex and diverse workforce • Evidence of successful management of a significant budget • Track record of achieving service targets	
Knowledge and skills	• Understanding of diagnostic pathways and performance targets, with demonstratable ability to improve and sustain performance • Significant experience of leadership at a senior managerial level in operational and/or financial and strategic management, including exposure to Board. • Ability to present complex and detailed data sets to set out key pieces of programme information that effectively communicate performance and assurance information to a range of stakeholders, including Trust board • Significant experience of coordinating	

	projects in challenging complex environments • Ability to influence a range of staff groups/professions to deliver objectives and targets • Excellent negotiating skills • Advanced decision-making skills • Understanding of NHS business and financial regimes • Specialist knowledge, skills and experience in workforce development and innovation. • Comprehensive knowledge of current practice and health policy requirements • Ability to manage significant risk • Ability to manage a complex budget • Ability to analyse complex and sometimes conflicting information in order to resolve issues	
Other	• Knowledge of quality improvement tools and methodology • Ability to manage a very demanding workload, diligently and successfully delivering activities accurately, and on time	• Experience of encouraging diversity of thinking as a means to promote positive change and fostering commonality

	• The ability to work constructively and collaboratively with clinicians and divisional management teams • Ability to travel across the health community as required • Ability to fulfil the requirements of the Trust's on-call rota • Actively promote a culture whereby patients, staff, visitors and colleagues are treated with compassion, respect and dignity; lead by example • Actively promote ethnic diversity	
--	---	--

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

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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 Trust's 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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

