

SERVICE 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. Our goal is to make the application process more accessible and inclusive for everyone.

- This job helps manage hospital services so they run smoothly and meet their goals.
- You'll work with doctors and managers to make sure patients get safe and high-quality care.
- You'll help plan how money, staff, and equipment are used in the best way.
- You'll look at data to check how well things are going and help make improvements.
- You'll support staff and help with planning for the future of the service.
- You may also work on special projects and represent the team in meetings.

Job Description

Job title:	Service Manager
Grade:	6
Site:	Royal Shrewsbury and the Princess Royal Hospitals.
Accountable to:	Operational Manager
DBS required:	No

JOB PURPOSE

The post holder is responsible for supporting the Operational 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.

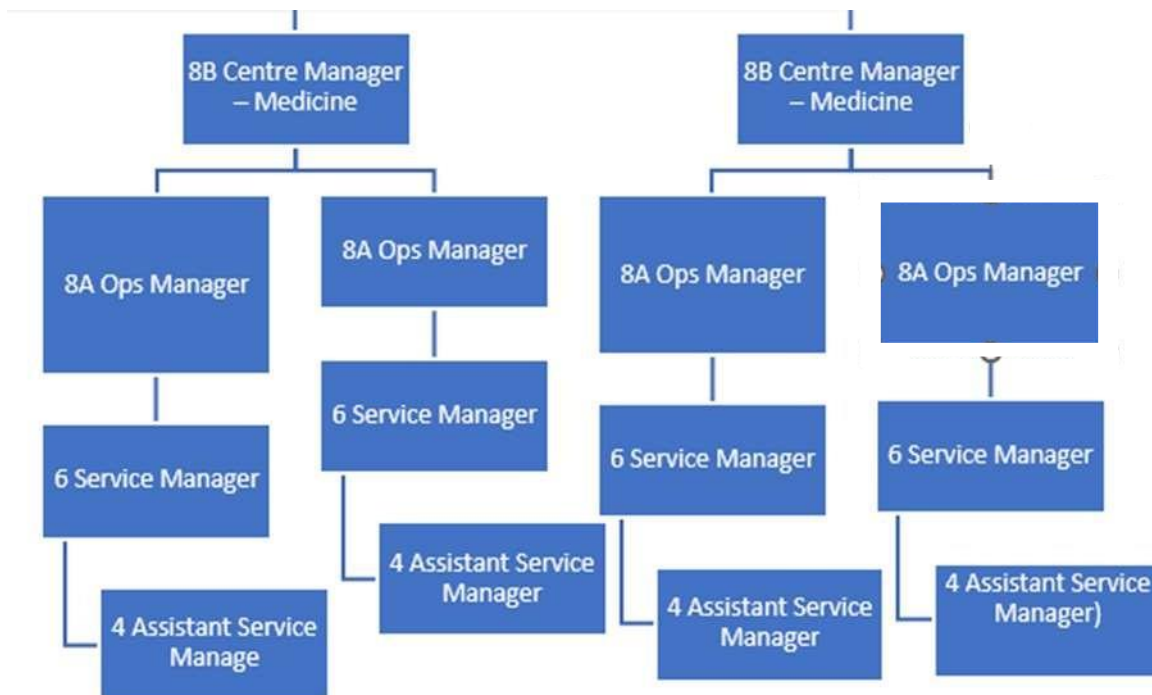
To work closely with the Clinical Leaders for Services in Medicine. Each Service Manager will support two services within Medicine and will be responsible for supporting the Senior Operational Team and the Operational Manager in the management of the business activities of their respective service area.

The post holder will work closely with the Operational Manager to ensure efficient and effective management of all resources in order to deliver safe, high quality and effective clinical services in an environment of continuous improvement.

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.

DIVISIONAL STRUCTURE



MAIN DUTIES AND RESPONSIBILITIES

1. Service Delivery

- To manage and maintain performance management systems to support delivery of the Operational Delivery Plan and Accountability Agreement for the service area.
- Through the analysis and interpretation of a wide range of complex information, to continuously monitor clinical and financial performance.
- To ensure that all information relating to the activity within the area of responsibility 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 area of responsibility to

- support effective decision-making.
- To identify and address areas of concern, discuss and offer options for improvement and with support implement change where required.

2. Finance

- To monitor the Centre budget and support the Operational Manager in ensuring that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To support the Centre and Operational 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 identify and address areas of concern, ensuring that agreed 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 area of responsibility.
- 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 area of responsibility with responsibility for financial resources understand their obligations.

3. Business Planning

- To assist the Operational 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 attend meetings as necessary in order to support the Senior Operational Team and Operational Manager in negotiations with commissioners and key stakeholders, ensuring that business plans reflect their needs and can be delivered within the available

resources.

- To support the development of new roles that reflect modern healthcare delivery.
- To support the Operational Manager and 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 ensure that workforce planning processes are in place to ensure that the changing needs of the service can be met.
- To take part in the MEC Division efforts to improve the levels of staff satisfaction following survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- To communicate contentious information to large groups in a manner that is understandable and likely to achieve engagement.
- To support the line management of administrative staff in the area of responsibility – e.g. medical secretaries.

5. Quality and Service Improvement

- To analyse and interpret trends and benchmark data, to develop and implement 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 develop and establish effective working relationships with GPs, commissioners of services and patient representatives – and support the senior operational team to achieve this.
- 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 work with and support the Centre Manager and the Operational Manager in contributing to all major business decisions affecting the Centre such as contracting, budgetary management, and business planning and risk management.

The post holder is guided by corporate and national policies but in most situations will need to establish the way 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
- Initiating action to correct performance issues
- 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:

- Decisions impacting on the Centre's ability to deliver agreed plans
- Sign off of contracts and budgets

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 large groups and to senior 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.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• First degree level education or equivalent professional qualification or experience• Evidence of a commitment to continuous professional development	
Experience	<ul style="list-style-type: none">• Experience of previous junior management role / managing teams• Experience of involvement / implementation in service improvement projects would be an advantage	

	<ul style="list-style-type: none"> • Experience of involvement in delivery of complex change would be an advantage • Experience of managing information systems • Basic understanding of managing a budget • Track record of achieving services targets 	
Knowledge and skills	<ul style="list-style-type: none"> • Strong potential for building future leadership skills • Aptitude for leadership and previous involvement in decision making • Excellent negotiating and influencing skills • Excellent numerical skills • Advanced IT skills • Ability to manipulate data • Knowledge of NHS business and financial systems and processes • Ability to analyse complex and sometimes conflicting information in order to resolve issues • Some knowledge of quality improvement tools and methodology 	
Other	<ul style="list-style-type: none"> • Ability to travel across the health community as required 	

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 Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

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.

