

Hello, we are Barts Health

#TeamBartsHealth

bartshealth.nhs.uk

Recruitment information pack





OurVision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

	Value	Key behaviours
W	WELCOMING 	<ul style="list-style-type: none"> Introduce yourself by saying "Hello, my name is ..." Smile and acknowledge the other person(s) presence Treat others as you would wish others to treat you Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors
E	ENGAGING 	<ul style="list-style-type: none"> Get involved in making improvements and bring others with you Encourage feedback from patients and colleagues and respond to it Acknowledge efforts and successes; say thank you Use feedback to make improvements, and empower colleagues to do this without needing to seek permission Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable
C	COLLABORATIVE 	<ul style="list-style-type: none"> Give time and energy to developing relationships within and outside own team Demonstrate pride in Team Barts Health Respect and utilise the expertise of colleagues Know your own and others' part in the plan
A	ACCOUNTABLE 	<ul style="list-style-type: none"> Always strive for the highest possible standard Fulfil all commitments made to colleagues, supervisors, patients and customers Take personal responsibility for tough decisions and see efforts through to completion Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing Do not pretend to have all the answers; actively seek out those who can help
R	RESPECTFUL 	<ul style="list-style-type: none"> Be helpful, courteous and patient Remain calm, measured and balanced in challenging situations Show sensitivity to others' needs and be aware of your own impact Encourage others to talk openly and share their concerns
E	EQUITABLE 	<ul style="list-style-type: none"> Value the perspectives and contributions of all and ensure that all backgrounds are respected Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out Work to enact policies, procedures and processes fairly Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them



1. Job Particulars

Job Title	Business Development Unit Manager
Pay Band	Band 7
Location	Royal London Hospital
Reports to	Pharmacy Performance and Business Manager
Responsible to	Group Chief Pharmacist

2. Job Purpose

The post holder will carry out a range of duties to support the delivery of high quality, patient focused, pharmaceutical care.

The key focus of this role is to manage the business administration elements of the Pharmacy Production service which involves:

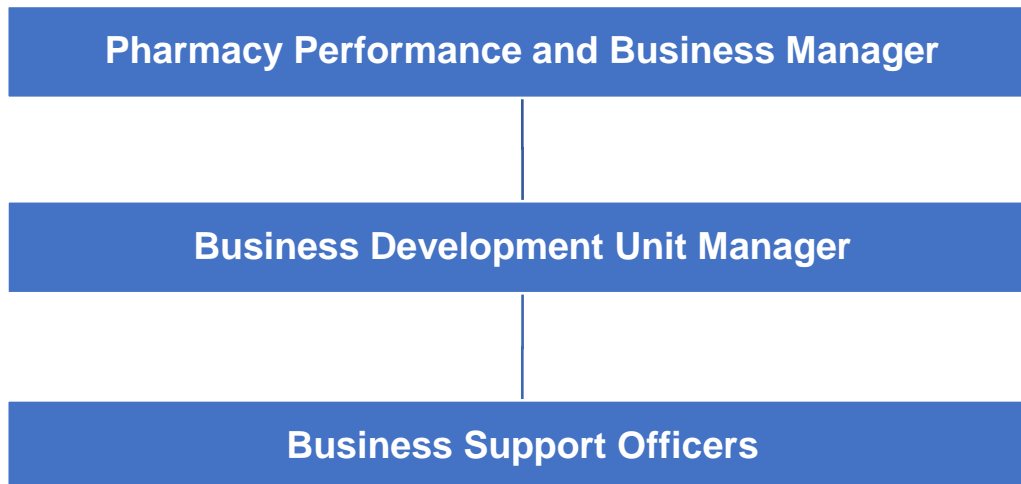
- Performance and systems management
- People management
- Financial management and business development
- Strategy and service improvement

3. Key Working Relationships

Internal	External
Pharmacy Performance and Business Manager	Staff Bank Team
Deputy Chief Pharmacist, Performance	Accounts Payable
Business Development Unit (BDU) Team	Technical Services Customers
Head of Quality, BHP	Courier Service Providers
Head of Production Operations	GCS Finance Team
Pharmacy Finance Team	Multidisciplinary team members
Pharmacy department managers and other members of the pharmacy team	
Pre-registration trainee pharmacists, pre-registration trainee pharmacy technicians and trainee pharmacy assistants	



4. Structure Chart



5. Main duties, responsibilities and results areas

General

- Participate in, and encourage, an open communication climate, providing feedback to staff on performance and developmental issues.
- Value, seek and acknowledge the contributions of colleagues.
- Continually improve quality.
- Actively promote cost-effective purchasing, distribution, storage and stock control.
- Assist in planning, formulation and implementation of policies and quality standards.
- Create personal development opportunities for self and team.
- Develop links with other hospital staff, as appropriate for service needs.
- Participate in staff appraisal system (minimum of once a year)
- Undertake projects - support the Pharmacy Performance and Business Manager in developing systems for service provision, which enhance the efficiency of the service.
- To support the department in setting standards through review and updating procedures and auditing against those standards in line with the department's audit programme.
- To support business development and operations of Barts Health Pharmaceuticals (BHP)
- To support the Management Team in the development of a strategy for the service and business development and to lead in the drafting of key sections of strategic documents for the organisation.
- Act as a key contact for all new requests to PSU for products/services.
- To be responsible for marketing, pricing and managing external suppliers and customers for BHP.
- To generate quotations for new work and to provide them to the Packaging Service Unit (PSU) customers.
- To support development and delivery of the marketing and communications strategy to in line with the business plan for PSU.



Performance and Systems Management

- Ensure effective processes and procedures are in place to monitor and track performance within the service including reporting of KPIs.
- Collate, interrogate, analyse, interpret and act on complex financial and activity data from a wide range of sources.
- Work with a problem solving approach in order to identify solutions to challenges within the service.
- To meet with customers and suppliers on a regular basis, as required by the service, in order to review performance and provide a smooth customer service function.

Management

- Line manage Business Support Officers and pharmacy assistants within the BDU Team.
- Provide strong leadership and management to the Business Support Officers, ensuring that responsibilities and decision making are delegated appropriately and that all staff are aware of their roles and responsibilities and deliver effectively.
- Line manage direct reports to include performance management, appraisals, objective/target setting, personal development plans and attendance monitoring.
- Develop and implement systems to monitor performance of staff to ensure that all staff/teams are managed effectively and perform well.
- To develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.
- Develop workforce plans which anticipate service changes and developments and which address recruitment, retention and workforce supply issues.
- Set objectives and review performance of team members, identifying individual training and development needs and promote personal and professional development.
- Ensure compliance with all relevant Trust policies and Standing Financial Instructions;

Financial / Business management

- Collate, analyse and monitor performance (KPIs) and propose action so that the service meets its financial and operating targets.
- Support the identification of costs pressures, service development and cost improvement plans, and develop business cases to meet requirements
- Support the management of the procurement programme for PSU.
- Raise requisitions using the Oracle ordering system.
- Manage customer services for external and internal customers, resolving day-to-day issues.
- Support the development and delivery of a marketing plan by developing literature, emailing and meeting customers, and contributing ideas to develop the marketing approach of BHP.
- Ensure that all new and existing contracts are maintained and updated annually.
- Be responsible for the management and review of the Service Level Agreement (SLAs) for BHP, developing and managing customer relations as part of the set up and renewal process



- Ensure that all accounts are managed effectively by checking that all customers are accurately invoiced in timely fashion to meet Trust financial deadlines.
- Develop robust systems and processes to ensure that billing is reconciled and completed each month for all accounts/services provided with timely capture of income.
- Develop processes to ensure that late payment of invoices is escalated.
- Ensure that the costings/pricing model for PSU are reviewed and updated annually.
- Calculate, maintain and update prices for all products for both internal and external use in line with the finance team.
- Maintain systems and processes to establish and maintain effective communication, and confidentiality of information.
- Develop and maintain systems to ensure contract prices provided to customers are up to date and inform customers of price changes accordingly.
- Provide and receive highly complex, sensitive or contentious information (this may include performance information / data, complaints, HR data and commercially sensitive data).
- Develop and maintain information databases for the business function in order to keep accurate customer and supplier information.
- Support the PSU Team with identifying opportunities for development and tendering, to ensure the organisation is in a state of readiness to respond quickly to suitable opportunities.

Strategy and service improvement:

- Support opportunities for service redesign, focusing on a patient/customer centered approach to delivery.
- To utilise service improvement techniques to develop BHP, in line with the Lean Transformation Programme.
- Work with teams to identify local service improvements and contribute to the strategic development of PSU through production of robust business cases.
- Keep up to date with any current developments in repackaging and overlabelling activities and changes in legislation.

Risk & clinical governance:

- Manage and support conflict resolution from patients, staff, suppliers, other internal and external service providers and partner organisations in the Service.
- To work with the Governance Team and local teams to investigate and respond to complaints in line with Trust Policy.

Education, Training and Development

- Comply with statutory and mandatory training in line with Trust and Departmental policy
- Assist in the induction and training of new pharmacy team members, vocational students and trainees.
- Support the training of all pharmacy staff in PSU.



Other Duties

- The post holder will be required to work across the Trust at any time throughout the duration of their contract, which may entail travel and working at different hospital.
- This job description is intended as a guide to the main responsibilities of the post and **not** as an exhaustive list of duties and tasks.



6. Working conditions

Criteria	Description
Physical	<ul style="list-style-type: none"> Advanced keyboard skills required
Emotional	<ul style="list-style-type: none"> The post holder will be exposed, more than once a month, to circumstances that are distressing or emotional. The post holder has to be able to work successfully under pressure of time and resources. They may have to deal with staff who are angry/upset/tearful Exposure due to staff management etc. Deals with e.g., long term sickness, redeployment & redundancy, grievance & discipline and difficult change management issues
Working Conditions	<ul style="list-style-type: none"> The post holder may be sat at a computer station for prolonged lengths of time. Frequent VDU use
Mental	<ul style="list-style-type: none"> Frequent requirement for concentration when undertaking for example data review, report writing, root cause analysis, The post holder requires high level of concentration at all times, as they deal with heavy demands from a variety of sources. The work is often unpredictable and the post holder may have to adapt to change in short time frame and be able to deliver outcomes. The post holder may/will require stamina. Concentration required for analysing data, writing reports, attending hearings etc. Will be frequently interrupted due to the operational nature of the role

NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).

Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, and consultant.

(October 2002). www.nmc-uk.org/



7. Person Specification

Domain	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> • Significant NHS experience in a senior role. • Demonstrable experience of business management in a healthcare organisation • Experience of staff, service and financial management • Recruitment and selection experience • Experience of training others • Demonstrable success in leading performance with and through your teams, by engaging them in development & delivery plans, establishing clear work priorities and, delegating effectively 	<ul style="list-style-type: none"> • Previous experience with pharmacy clinical trials finance
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and customer service skills • Demonstrates ability to solve problems • Ability to analyse complex problems and to develop practical and workable solutions to address them; • Ability to think and plan tactically and creatively, and to prioritise work programs in the face of competing demands • Ability to manage and deliver to deadlines and within resources • IT literate; able to use Microsoft Office with intermediate IT skills including accurate data entry and use of specialist computer programmes • Influencing and negotiating skills. • Well-developed leadership 	



	<p>and management skills with the ability to enthuse, motivate and involve individuals and teams</p> <ul style="list-style-type: none"> • Ability to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships • A commitment to improving patient services and an ability to sustain a clear performance focus • Demonstrable skills in writing complex business cases and policies • Methodical attention to detail • Values based leadership skills 	
Knowledge	<ul style="list-style-type: none"> • A solid understanding of the changing NHS environment and how future changes will impact on the service • Knowledge of budget development and management. • Understanding of the importance of adherence to SOPs and legislation • Up to date knowledge of legislation relevant to the role, e.g. Health and Safety at Work, COSHH • Demonstrate a good understanding of patient safety 	<ul style="list-style-type: none"> • Good Manufacturing Practice (GMP) knowledge • Good Distribution Practice (GDP) knowledge
Qualifications	<ul style="list-style-type: none"> • GCSE grades A-C or 1-4 <ul style="list-style-type: none"> ➢ English language ➢ Maths • Educated to degree level or equivalent knowledge, skills and experience 	<ul style="list-style-type: none"> • Diploma in Business or Management • ILM Level 5



Other	<ul style="list-style-type: none"> • DBS check – standard • Able to act as an ambassador for the organisation 	CMI membership
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About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

