

JOB DESCRIPTION

JOB DETAILS

Job Title:	Operational Service Manager
Grade:	7
Division:	Corporate Services
Directorate:	Medical Education & Library Services
Ward/Department:	Postgraduate Medical Education Department
Base:	Postgraduate Dept, Oxford Road Campus

ORGANISATIONAL RELATIONSHIPS

Accountable to:	Head of Postgraduate Medical Education
Reports to:	Deputy Head of Postgraduate Medical Education
Accountable for:	Trust PGME Administrative Team
Organisational Chart:	Attached

JOB PURPOSE

To support the Head of PGME in the delivery of a high quality and efficient medical education service to medical staff in training and Trust grade positions. Oversee the activity of the administrative team including the provision of day to day management support.

The post holder will have regular organisational relationships with the Director of Postgraduate Medical Education, Foundation Programme Director, Associate Foundation Programme Directors, PGME Divisional Leads, Health Education North West and other Medical Education Managers.

MAIN DUTIES AND RESPONSIBILITIES

Operational and Performance Management

- Exercise delegated authority of behalf of the Head of PGME to resolve day to day management issues within the service, including deputising where required.
- To implement policies and procedures in line with Trust protocols and Standing Financial Instructions.
- To assist the Head of PGME in the production of business plans and service development, where appropriate leading on specific service plans.
- To prepare reports for the Head of PGME and other service users as appropriate.

- To be an authorised signatory for PGME budgets with budget management responsibility, ensuring the service stays within budget and supporting the Head of PGME in co-ordinating budgets and financial plans for the service including identification of appropriate trading gap.
- To support the Dickinson Trustees Fund, advertising calls for applications, dealing with all paperwork, setting up Trustee meetings and taking minutes, arranging awards for successful candidates and completing annual returns to the Charity Commission.
- To lead on or support new regional or local initiatives in Medical Education.
- Support the Head of PGME in analysing, monitoring and managing service performance to ensure compliance with national, regional or local standards and targets.
- Manage the analysis of data to ensure the leadership team have access to timely and accurate information on all key performance indicators.
- To participate in benchmarking, policy setting and review to ensure standards are maintained and reviewed.

Strategy and Service Developments and Improvements

- To work collaboratively with others to identify and implement strategic service improvements or developments.
- To lead on defined service improvements or projects on behalf of the Head of PGME.

Educational Management:

- To provide operational management support to the Head of PGME and act as a deputy, leading on designated areas of work.
- To lead on the organisation and administration of a broad range of specialty training programmes and complex educational activities for the Trust, including Core Medical Training on behalf of Health Education North West.
- Managing initiatives to blend educational activity on all sites to ensure consistency and reproducible training
- Oversee the delivery of the Trust's Foundation Training Scheme by the Foundation Programme administrative team.
- To support the Head of PGME in ensuring the implementation of HENW and Royal College recommendations for medical education, including the General Medical Council's Standards for Excellence
- To lead the delivery of induction and management of rotation information for all non-consultant grades.
- To oversee the management of the Shadowing programme, facilitating the transfer of medical students from Year 5 to F1 posts.

Quality Assurance:

- To support regular audit and data collection on educational standards Trust-wide, including day to day management of information systems.
- To be responsible for the recording of educational activity and evidence collection for inspection visits
- To be responsible for the collation of data to inform Divisional Performance Reviews.
- To attend and contribute to the Divisional Education Boards and departmental governance meetings.

Information Management:

- To ensure compliance with current Caldicott/data protection legislation and Trust Policy.
- To be responsible for the maintenance of up to date information for websites, information systems, databases and archives.
- Establish and maintain Specialty Portfolios for each area containing information on curricula, ARCP reviews and career progression.

Managerial Leadership and Staff Management and Development

- Line management responsibility for the administrative Postgraduate Team.
- To create an environment in which staff are valued and respected.
- Ensure appropriate work plans are established, with monitoring and support for each member of the administrative team.
- To promote a culture in which teams strive for continuous quality improvement by recording and learning from mistakes and complaints.
- To work proactively to ensure collaborative and effective relationships within the service and between the service and other services whether inside the Trust.
- To ensure effective systems of communication are in place and utilised.
- To recruit, induct and support admin staff, including responsibility for appraisal, sickness absence reporting, disciplinary and grievance matters.
- To ensure that staff are competent and trained to fulfil their duties through supporting their continued professional development including regular appraisals.
- To anticipate staff shortages and take action to minimise the impact of these on service delivery.
- To support the Head of PGME and deputise for them in their absence.

Risk and Clinical Governance

- Responsible for implementing effective systems, control processes and risk management arrangements in line with governance strategy.
- Support the monitoring of compliance with internal and external governance and best practice requirements in the service.
- Support conflict resolution from staff and other internal and external service providers and partner organisations in the service.
- To participate as appropriate in the proper investigation of complaints from other users of the service.
- To support the education of staff by encouraging learning from complaints to ensure the highest quality of service is delivered.
- To support the system of incident reporting and education of staff following incidents and adverse events.
- Maintain and develop an environment and culture that improves health, safety and security.
- Regularly assesses risks to health and safety and security using the results to promote and improve practice.
- Support a culture in which individuals feel able to report incidents and that learning takes place from all incidents and complaints.
- Ensure Risk Registers are regularly updated for designated areas.

Communication

- To liaise as appropriate with other training and development leads e.g., Nursing or Learning & Development within the Trust
- To liaise with external stakeholders such as the HENW, Royal Colleges, and GMC as appropriate
- To ensure dissemination of information and publicity materials for teaching and training activities.
- To assist in the presentation of induction programmes and teaching sessions for professional staff.
- To liaise with Divisional Leads and Royal College Tutors as appropriate.
- To hold regular team meetings and regular 1:1 meetings with directly managed staff.

The job description should be taken as an outline of the major areas of responsibility that may be subject in the future to further refinement after consultation with the post-holder.

HEALTH & SAFETY AT WORK

The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardise the health and safety of either yourself or of anybody else. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at Work. The postholder must not wilfully endanger

him/herself or others whilst at work. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate. All accidents must be reported to your Senior Manager and you are asked to participate in accident prevention by reporting potential hazards.

SECURITY

The post holder has a responsibility to ensure the preservation of NHS property and resources.

CONFIDENTIALITY

Confidentiality must be maintained at all times in all aspects of the work.

EQUAL OPPORTUNITIES

The Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.

NO SMOKING POLICY

The Trust has adopted a smoking control policy.

TEAM BRIEFING

The Trust operates a system of teambriefing, which is based on the principles that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing. It is expected that all employees will attend the monthly briefing sessions.

PERSON SPECIFICATION – OPERATIONAL SERVICE MANAGER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Good first degree or equivalent professional qualification or equivalent experience.	Postgraduate certificate in education. Project management qualification
Experience	Significant experience as an operational manager in an education/ training role or similar environment. Experience of line managing staff and admin teams at a senior level. Experience of working in a multi-disciplinary environment. Customer facing/service environment experience to a high standard. Experience of operating a range of financial systems and administrative procedures	Experience of working in a teaching hospital Experience of delivering and developing Postgraduate Medical Education programmes
Knowledge	Demonstrable understanding of the operational management of NHS training schemes for doctors, and the delivery of services in a secondary or tertiary care environment to prescribed curricula and standards. Good working knowledge of performance management of services and staff. Knowledge of change management.	Knowledge of GMC framework and statutory regulations. Knowledge of NHS policies, procedures and culture. Knowledge of changes and emerging developments within the NHS. Knowledge of medical education training.
Skills	Confidence with IT and experience of using Microsoft Office (especially Word, Excel, Access PowerPoint and Outlook) and the internet Strong team leadership and communication skills, with experience of managing people, conflict and negotiating change.	Counselling and career adviser skills.

ATTRIBUTES	ESSENTIAL	DESIRABLE
	<p>Committed and reliable approach to responsibilities, leading by example and demonstrating high standards of professional behaviour.</p> <p>Enthusiastic, resolute and flexible approach to work, including ability to positively motivate team members.</p> <p>Ability to interact effectively with senior professional colleagues.</p> <p>Excellent problem-solving skills using team when appropriate.</p> <p>Track record of identifying problems, proposing and implementing solutions.</p> <p>Good organisational skills and ability to co-ordinate and prioritise complex projects with an eye for detail.</p> <p>Ability to understand complex financial data.</p> <p>Listen carefully to others and is able to extract relevant information from complex unfamiliar information.</p> <p>Ability to deliver service improvement measures and project planning with a proven track record of working to deadlines.</p> <p>Well-developed analytical skills and able to analyse and present data.</p> <p>Develops constructive relationships and networks within the organisation and outside.</p>	

JME EFFORT FORM

Job Title: Operational Service Manager

Physical Effort

Is the Job Holder expected to perform tasks of a physical nature¹

☒ Yes ☐ No

How often? ☐ Every shift ☒ Weekly ☐ Monthly ☐ Less often

For how long? ☒ <20 minutes on each occasion ☐ >20 minutes on each occasion

When lifting/moving, are mechanical aids provided?

☒ Yes ☐ No

What weight is involved?

☐ < 5 kilos ☐ 2 – 15 kilos ☒ > 15 kilos

Is the Job Holder expected to sit/stand in a restricted position²?

☒ Yes ☐ No

How often? ☒ Every shift ☐ Weekly ☐ Monthly ☐ Less often

For how long? ☐ <20 minutes on each occasion ☒ >20 minutes on each occasion

Mental Effort

Is the Job Holder expected to perform duties of an unpredictable nature³?

☒ Yes ☐ No

If Yes, please give examples on a separate sheet of paper and attach to this form.

Emotional Effort

Does the Job Holder deal with distressing or emotional circumstances/information, directly or indirectly?

☒ Directly ☐ Indirectly ☐ No

How often? ☐ Every shift ☒ Weekly ☐ Monthly ☐ Less often

Working Conditions

Does the Job Holder work in unpleasant working conditions⁴?

¹ Lifting, pushing, pulling, bending, kneeling, crawling, walking >1 mile at any one time, restraint of patients, moving patients, heavy manual digging

² Keyboard input, wearing a telephone headset, driving, sitting at a microscope, standing making sandwiches, serving meals on a conveyor system

³ Where the post holder is required to change from one activity to another at third party request

☐ Yes ☒ No

How? ☐ Direct exposure ☐ Indirect exposure

How often? ☐ Every shift ☐ Weekly ☐ Monthly ☐ Less often

⁴ Direct exposure to dirt, dust, smell, noise, inclement weather, extreme temperatures. Indirect exposure to or in the vicinity of body fluids, foul linen, fleas, lice, noxious fumes.