

Outstanding
Our journey continues...



Job description and person specification

Executive Director of Operations



JOB DESCRIPTION

JOB TITLE:	Executive Director of Operations
PAY BAND:	VSM
ACCOUNTABLE TO:	Chief Executive

Organisational Chart



Job Summary:

The post holder, working closely with the Trust's Executive Team, Clinical Directors and Heads of Directorate, will ensure the development and provision of comprehensive, high quality and patient centred care within the resources available. The post holder will also contribute to development of the Trusts corporate strategic direction and new models of care. The Executive Director of Operations will be responsible for the delivery of key performance areas across the Trust and will also have responsibility for Emergency Planning.

All Executive Directors are expected to work as part of a cohesive team and, when necessary take lead responsibility for corporate duties outside of their immediate sphere of accountability and participate in management on call arrangements.

Key Duties/Responsibilities

- Deliver high quality, patient centred services across North Staffordshire and other contract delivery areas, ensuring that the Trust adheres to national policy and practice in all key areas of responsibility.
- Drive performance and ensure services deliver against plans and within financial resources
- Ensure delivery of all service related national targets, quality standards and contractual requirements.
- Ensure robust capacity planning and system resilience across services.
- Lead the continued development and implementation of clinical service redesign and improvement, including identification and delivery of clinical transformation and cost improvement schemes.
- Work with Executive colleagues to develop a comprehensive approach to business continuity management and resilience management across the full range of Trust activities, ensuring the Trust remains able to provide services at all times.

- Establish and maintain excellent internal and external relationships, supporting an active agenda of clinician engagement and service user/carer involvement.
- Actively contribute to the successful team working of the Board and Executive Team and the wider senior management
- Build strong relationships with partners in other organisations and take a leadership role where appropriate, in order to deliver the vision of joined up care for our communities
- Ensure effective external relationships with various stakeholders including - CCGs (ICB once established), Local Authorities, regulators (including NHSEI and the CQC), Service Users and Carers.
- Ensure that the people who use and receive the services of the Trust are treated with compassion, dignity and respect and that our quality priorities are foremost in decision making – Safe, Personalised, Accessible and Recovery focussed.

Operational

- Take strategic responsibility for implementation of the clinical transformation plan, as well as ensuring the day-to-day delivery of clinical operations.
- Ensure predictive operational management is in place, to anticipate and to manage both opportunities and problems in service delivery.
- Deliver all of the mandated operational targets in service delivery within the agreed resources,
- Co-ordinate operational services contributions to the annual business planning process, ensuring realistic and achievable plans are developed to support the Trust strategy.
- Make and foster connections between services to enhance lateral working and care pathway approaches.
- Provide one-to-one support and mentoring for the Deputy Director of Operations, Clinical Directors and Associate Director of Transformation.
- Ensure Duty of Candour, ensuring openness and honesty is a key principle embedded across all service delivery
- Act as a change agent within operational services, particularly in relation to service improvement.
- Take Board responsibility for monitoring performance of clinical operations against the agreed Operational business plan and targets.
- Contribute to the development of the overall performance management system for the Trust.
- Ensure that delivery of operational targets is in line with resource allocation and quality standards.
- Lead the planning and oversee and monitor implementation of service & quality improvement initiatives across the Trust.
- Work to develop new services and achieve productivity gains which generate an agreed surplus which is in accordance with Trust's strategic intentions.
- Lead on CIP/QIPP, manage budgets within financial frameworks ensuring required financial targets are achieved. Ensure all QIPP/CIP projects have robust quality assurance supported by the Medical and Nurse Director

People Management

- Manage, develop and coordinate the activities of a diverse range of professionals to facilitate continuous improvement in service development and personal development.
- Work with a range of Clinical Directors and Heads of Department in support of business planning, staff appraisal, objective setting and development plans.
- Ensure all staff receive the required statutory and mandatory training.
- Ensure all appropriate staff receive Clinical Supervision at least every 8 weeks.
- Support a workforce which reflects our local diversity.

Service Design, Innovation and Transformation

- Working with operational and clinical leads, lead the reconfiguration of clinical services to meet the Trust's strategic direction.
- Take Board responsibility for the management of the Trust's service transformation plan.
- Take responsibility for driving forward and shaping a culture of change, innovation and modernisation to facilitate the implementation of the clinical leadership, and management arrangements and structures and to support service reconfiguration.
- Promote a positive change management and clinical transformation culture across the Trust.
- Develop the capability within staff groups to sustain a culture of continuous quality improvement.

System Leadership

- Support delivery of the ICS Strategy.
- In conjunction with the Executive Director of Nursing and Quality, ensure operational success of our Mental Health Long Term Plan ambitions.
- Oversee the successful implementation of our Transforming Care Programme and Mental Health (MH) Complex Care lead provider arrangements. Negotiate a successful position for the 1st April 2022 full transition deadline.
- Proactively identify commercial opportunities to better cement joined up working - through partnerships, sub contracts or integrated services.
- Develop excellent relationships with the local community, including GPs, health organisations, Local Authorities, community & voluntary organisations, and patient reference groups.

Corporate

- Contribute to wider Board decision making
- Work as a Board member taking ownership of corporate as well as functional areas of responsibility
- Act as a role model and leader in supporting support the Trust Board and Executive team in transforming the Trust to one which acts, feels and behaves in a way that reflects the organisations visions and values
- Provide advice and support to the Chair, Chief Executive and other Executive Directors as required on specific matters.
- Work with external stakeholders for the best interests of the Trust and the wider NHS.
- Participate in the Executive Director on-call rota.

Emergency Preparedness and Business Continuity Management

- Accountable Officer for Emergency Planning, Resilience and Response (EPRR), ensuring the Trust fulfils its statutory responsibilities in line with the Civil Contingencies Act (2005).
- Ensure development and implementation of all operational emergency planning activities including risk assessment of issues and development of plans to support these.
- Ensure effective and robust major incident plans are in place to deal with external and internal incidents.
- Implement a comprehensive testing programme to ensure plans are fit for purpose and remain valid when service reconfiguration or service improvements are implemented.
- Ensure a comprehensive training programme is in place for all key staff including Board members and anyone with on-call responsibilities.
- Provide regular reports to the Board on the level of control and compliance with EPRR.
- Ensure all services maintain a comprehensive business continuity system

Specialist/technical requirements

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures

GENERIC CLAUSES

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- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

The Trust is committed to supporting and delivering the NHS's commitment to sustainability. The post holder will in turn be required to support this commitment through their role as executive lead for relevant programmes of work and wider corporate role as a member of the Trust Board.

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any

detriment (such as a reprisal or victimisation) provided you are acting in good faith and the matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE
SIGNATURE:

DATE:

Director of Finance Performance & Estates

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent professional qualification • Management qualification or post graduate diploma • Continuing professional development 	<ul style="list-style-type: none"> • Masters level qualification 	Application form / interview / assessment
Experience	<ul style="list-style-type: none"> • Experience in a senior operational management role in a complex environment • Significant experience of successful management and achievement at senior level in a provider setting. • Extensive experience of preparation and implementation of strategic plans • Proven experience of working and contributing at Board level • Able to demonstrate sound judgement and decision making in a complex environment • Demonstrates clear ability to develop and utilise effective professional networks – evidence required • Evidence of successful operational and business planning achievement • Demonstrable experience of management and leadership of staff • Demonstrable experience, together with proven achievement of developing successful business cases 	<ul style="list-style-type: none"> • Demonstrates evidence of innovation and improvement in the provision of services • Knowledge of a successful application of key NHS/business policies and procedures • Knowledge and understanding of NHSEI, CQC and NHSLA targets 	Application form / interview / assessment

Skills and abilities	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Ability to communicate at all levels • Possess natural authority and able to gain respect from others • Highly developed interpersonal skills • Ability to negotiate and influence • Ability to lead, manage and promote change • Ability to think strategically • Ability to commute at times nationally to represent the Trust 	<ul style="list-style-type: none"> • Experience in managing and delivering projects across a wide range of services 	Application form / interview / assessment
Personal Qualities	<ul style="list-style-type: none"> • Team player with a 'can do' attitude • Vigilance and honesty • Personal integrity • Loyalty to team and organisation • Individual credibility • Drive, energy and enthusiasm 		Application form / interview / assessment

Leadership Competence	Description
Living our Values	Being self- aware and understanding the impact your behaviours and interpersonal skills have on self and others. Engaging fully with the 'Proud to CARE' (Compassionate, Approachable, Responsible, Excellent) values.
Creating a Vision and Setting Direction	To establish direction by thinking strategically and articulating a compelling patient-centred vision, in which health services are truly integrated and focused on the needs of service users.
Delivering the Service	Being accountable for delivering a high level of service and having the strength and resolve to hold to account.
People and Team Development	Continuous development of both an individual and team development.
Engagement and Collaboration	Leading with insight effectively communicating and proactively engaging through all communication channels. Uses a variety of communication styles to gain support and influence through collaborative approaches. Is open and responsive internally and embraces working collaboratively with others.
Learning, Innovation and Change	As a leader, embraces and implements new ways of thinking and working in order to develop innovative practice and support change.