**JOB DESCRIPTION**

**JOB TITLE** Deputy Director of Operations

**GRADE/BAND:** 8C - Agenda for Change

**LOCATION:** Families & Clinical Support Services

**RESPONSIBLE TO:** Director of Operations

**ACCOUNTABLE TO:** Director of Operations

**KEY RELATIONSHIPS:**

Chief Executive; Executive Team; Director(s) of Operations, Surgical and Medical Specialty teams; Divisional Clinical Directors, clinical and non-clinical staff throughout the Trust; external partners and agencies; voluntary sector and patient representatives and forums

**RESPONSIBLE FOR:** All staff within the service.

**JOB PURPOSE:**

* + The Deputy Director of Operations is a key position within the Trust’s senior management structure, and in conjunction with the Director of Operations, is responsible for the leadership, management and delivery of the programme of work.
	+ The post holder will contribute to the leadership of the Trust and be responsible for the delivery of service, quality, financial and other performance targets as determined by the Director of Operations and the Chief Operating Officer. The post holder is expected to ensure that they and their teams deliver the Trust’s development, leadership, communications plans and objectives. In addition the post holder will be responsible for service, workforce and financial planning within relevant services and will work closely with other managers and clinicians to support Trust-wide objectives.
	+ The post holder is corporately and individually responsible for delivering the Trust’s Values and Behaviours, strategic direction and business objectives.

**Professional**

* To write departmental and implement Trust wide/departmental policies, procedures and guidelines.
* Maintain a professional appearance in line with the Trust dress code
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the post holder, maintaining the public confidence
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person he/she comes into contact with in the course of his/her business
* Uphold the privacy and dignity of the patient and respect the equality of patients at all time

**Key Responsibilities**

**Corporate Responsibilities**

* **Trust Strategy**: contribute to the overall direction and leadership of the Trust so that the Divisions have a clear strategy and direction as the basis of corporate and clinical service business planning and prioritisation.
* **Business Plans**: contribute to the development and review of Business Plans and design, agree and deliver those plans to ensure that they are consistent with Trust strategy and direction, NHS priorities and stakeholder requirements and that the plans are successfully delivered in accordance with agreed internal and external measures of performance.
* **Leadership:** provide clear leadership, ensuring that performance is appropriately managed through an agreed performance management framework and that all staff are appraised and developed, in order to ensure an efficient, effective and engaged workforce. Also to act as a role model for the application of Trust values.
* **Patient Satisfaction:** ensure that patient services provided within the services are of a consistently high standard and that mechanisms are in place to achieve feedback from patients and this is acted upon and communicated.
* **Continuous Improvement**: lead and encourage the development of new and innovative practice across the services to ensure the continuous improvement of efficiency and effectiveness and the development of high standards of patient service and internal “customer” support.
* **Risk and Governance:** ensure that all regulatory and risk management requirements are satisfied and direct the development of systems and control processes which will establish safe and consistent service delivery and monitoring arrangements. Also ensure that remedial action is promptly taken where unacceptable risks are identified.
* **Financial Management**: ensure sound financial management in the Trust and the achievement of expenditure (capital and revenue) and income targets.
* **People Management:** ensure that staff are employed and deployed in accordance with employment legislation and Trust employment policy and the service contributes towards the ambition of the Trust to be an employer of choice.
* **Emergency Arrangements**: participate in the Trust’s emergency and on-call arrangements, providing appropriate leadership in the event of unexpected service issues or major disaster in compliance with the Trust emergency planning procedures.
* **Representing the Trust**: act as ambassador for the Trust, ensuring that the needs and views of the Trust are fairly represented in external (including national and sector) forums and that opportunities are taken to enhance the reputation of the Trust and realise business development opportunities.
* **Performance Management**: oversee and monitor the delivery of high quality and safe patient services through robust performance management and reporting systems.
	+ **Equality:** exercise corporate responsibility for ensuring the equality and diversity agenda is delivered and monitored, including production of equality impact assessments for all new policies and major pieces of work.
	+ **Confidentiality**: in all matters ensure confidentiality of person identifiable information (PID) and in all other data related to the good reputation and viability of the Trust.
	+ **Policies**: ensure that the Trust’s core policies are integral to, and embedded in working practices

**OPERATIONAL**

* + Secure the continuous improvement in day to day delivery of high quality efficient clinical and patient services, and appropriate service redesign where necessary.
	+ Provide the necessary management infrastructure and coordination to support the needs of the component parts of the services in operating within a business orientated organisation.
	+ Ensure the achievement of financial balance/surplus and that Cost Improvement Programmes and cash releasing efficiency schemes are delivered where relevant to the programme.
	+ Ensure the programme operates in accordance with employment legislation and Trust employment policy and good practice.
	+ Ensure effective clinical and corporate governance.
	+ Ensure all regulatory and risk management requirements are satisfied, including complaints and adverse incidents in accordance with Trust policy.
	+ Establish and maintain the highest standards of clinical and environmental hygiene to assure infection control standards and implement all statutory instruments e.g. Health Act 2006 (Hygiene Code).

**LEADERSHIP**

* + To work to ensure the delivery of all aspects of the programmes duties and responsibilities.
	+ Provide clear leadership ensuring that all staff are appropriately managed and developed and that they are efficient, effective, engaged and motivated.
	+ Develop and implement strategic and operational plans involving patients and other key internal and external stakeholders as appropriate.
	+ Within the Trust Business Planning framework work with the programme teams to prepare the service’s annual forward plan and capacity plans, in liaison with other services as relevant.
	+ Continuously review services to ensure they meet the Care Quality Commission’s required actions and are cost-effective and meet public expectations in terms of appropriateness, quality and efficiency.
	+ Ensure that mechanisms are in place to seek the views and opinions of patients, carers and stakeholders and that appropriate consultation takes place in planning services and change.
	+ Ensure that clinical practice is culturally sensitive and promotes equality and diversity and that dignity and respect of patients and carers is treated as of paramount importance at all times.
	+ Lead the service in the resolution of concerns and issues from patients, staff and other internal and external stakeholders.
	+ Work collaboratively with other services in the development of service strategies.
	+ Contribute to the general management and strategic direction of the Trust through membership of internal and external groupings as required by the Director of Operations and Chief Operating Officer.
	+ Lead on the management of specific Trust functions for the Division as appropriate and required.
	+ Oversee and take responsibility for the planning and management of service changes linked to the programme in conjunction with corporate functions, Director of Operations, Divisional Clinical Director, Head(s) of Clinical Service and colleagues.

**MANAGEMENT**

* + In conjunction with the Director of Operations, Divisional Clinical Directors, Head(s) of Clinical Service and Assistant Directors of Nursing develop, implement and manage an effective service management structure based on efficient and productive work processes, performance management frameworks and within an agreed financial envelope.
	+ Ensure teams utilise available performance information to facilitate the monitoring of performance and identify opportunities for improvement, agreeing plans to improve service efficiency and quality.
	+ Develop the leadership, managerial and business capability at middle management level to bring about effective change.
	+ Establish and monitor effective communication systems within the services ensuring appropriate attendance, including corporate support functions – Finance, HR and Information. Ensure that regular two way communications take place with all the staff in the services.
	+ Where necessary to efficient operational performance, implement redesign of services and appropriate clinical programmes of change to improve productivity in line with best practice recommendations.
	+ Ensure staff have agreed annual objectives which are measurable and tied to achievement of the Trust and Divisional Business Plans and that staff receive regular appraisals and have agreed personal development plans.
	+ Develop policies and plans in conjunction with the Heads of Clinical Service, Director of Operations and the Chief Operating Officer to ensure compliance with statutory obligations e.g. EWTD, Infection Control, Health and Safety and ensure they comply with the Trust’s Policy Framework.

**GOVERNANCE**

* + In conjunction with the Director of Operations, Head(s) of Clinical Service, Divisional Clinical Director and Assistant Directors of Nursing ensure that robust and comprehensive governance arrangements exist within the services. This includes addressing NHSLA Standards, Risk Management, Review of SIs, implementing information governance requirements, compliance with Care Quality Commission Outcomes and compliance with Equality Schemes.

**RESOURCES AND FINANCE**

* + Critically examine working practices within the department to identify cost improvements and effective measures, develop and implement action plans
	+ The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and minimal cost

**ORGANISATIONAL RESPONSIBILITIES**

* + To maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.

All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:

* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy
* Attending all mandatory safeguarding training in accordance with their role
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns

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**PERSONAL RESPONSIBILITIES**

* + The post-holder is responsible for taking reasonable care with regard to himself/herself as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work.
	+ To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
	+ To undertake in-service training relevant to the post.
	+ Comply with Trust Policies and Procedures.

**AREA OF WORK**

* + The post holder will be required to undertake training events at any site across the trust
	+ The post holder may be required to work In other departments within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave In other departments

**STAFF DEVELOPMENT, TRAINING AND EDUCATION**

* + The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date
	+ The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge and Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year
	+ The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan
	+ If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity

**HEALTH AND SAFETY**

* + Work in accordance with Health and Safety regulations at all time
	+ Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy
	+ Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer
	+ Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopted a “bare below the elbow policy” in January 2008. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patient’s own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

##### Continuing Professional Development

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

# Smoke Free Policy

The Mid Yorkshire Hospitals NHS Trust has a Smoke Free Policy

Smoking is not permitted: -

1. Inside any building owned or used by or in areas used by Mid Yorkshire Hospitals NHS Trust staff in buildings shared with other organisations
2. In the grounds and car parks of premises of The Mid Yorkshire Hospitals NHS Trust
3. In the entrances of any The Mid Yorkshire Hospitals NHS Trust buildings
4. In the immediate areas outside The Mid Yorkshire Hospitals NHS Trust
5. In vehicles owned or leased by The Mid Yorkshire Hospitals NHS Trust

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service

**WYAAT**

The Mid Yorkshire Hospitals NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for The Mid Yorkshire Hospitals NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

THE MID YORKSHIRE TEACHING NHS TRUST

**PERSON SPECIFICATION**

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| **POST TITLE: Deputy Director of Operations** **POST REF NO.** **LOCATION: Trustwide** |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | Educated to Masters level or equivalent professional qualification or equivalent experienceManagement qualification or post graduate diplomaContinuing professional development |  | Application |
| **Experience** |

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| Extensive recent experience at senior management level, within an acute hospital setting, to include line-management experience of a large, multi-professional staff group.  |

Evidence of being able to provide strong professional leadership Able to build rapport and credibility with senior clinical and managerial teams Evidence of effective team building Evidence of having managed large pay and non-pay budgets and achievements of CIPsExperience in general/operational management including managing staff performance and managing change at a senior management or professional level Experience of active performance management Experience of implementing change management projects to develop or improve services Service planning and business case preparation Demonstrates ability to develop and utilise effective professional networksExtensive experience of operational resilience and capacity planning to support delivery of the improved utilisation and productivity of resources Ability to lead, manage and implement change to improve services to patients | Demonstrates evidence ofinnovation and improvement in the provision of servicesProject management techniquesPreparing and implementing strategic plans Demonstrates ability to develop and utilise effective professional networksKnowledge of organisational performance management principles and practice | Application/Interview |
| **Knowledge and Awareness** | Knowledge of organisational performance management principles and practiceKnowledge and application of key policies and procedures including 18 weeks, Health and Safety, HR policy, and infection controlAwareness of own limitations. |  | Application/Interview |
| **Skills and Abilities** | Excellent oral and written communication skillsAbility to communicate at all levelsHighly developed interpersonal skillsAbility to negotiate and influenceAbility to lead, manage and promote changeAbility to think strategicallyAbility to prioritise and manage a changing agenda Ability to enable, support and empower others High level of energy, stamina and enthusiasm Ability to be credible and confident with both clinicians and senior management, able to command respect  | Experience in managing and delivering projects across a wide range of services | Application/Interview |
| **Personal Attributes** | Effective Leader with demonstrable evidencePersonal integrityLoyalty to team and organisationDrive, energy and enthusiasm Highly resilientAbility to work under own volition and under pressure |  | Interview |
| **Other** | Ability to satisfy Occupational Health screeningAdaptable and flexible according to the demands of the service.Understanding of need to maintain confidentiality |  | Application/Interview/Occupational Health Screening |