

Scottish Ambulance Service

Job Description

1. JOB IDENTIFICATION

Job Title: Business Support Manager

Department(s): Operational Regions

Job Holder Reference:

No of Job Holders: Multiple

2. JOB PURPOSE

To effectively support Regional operational issues identified by the Regional Manager and the Senior Management Team (SMT) and ensure a co-ordinated and timely response to such issues. The Business Support Manager will also support the Region's role in the successful delivery of national programmes of work reporting to the SMT and/or wider management team as required.

Ensuring mechanisms are in place, formally and informally, which provide the SMT, wider management team, Partnership, staff and other stakeholders with information regarding delivery across the key areas of responsibility for this role.

Post holder will have lead role in the following areas

- (i) tactical planning and implementation of the Region's mandatory Health & Safety responsibility.
- (ii) developing and delivering the Region's property strategy.
- (iii) delivery of the Region's aims regarding patient and public engagement (incl. the protection of vulnerable adults & children).
- (iv) Supporting the Regional SMT and/or wider management team as required regarding the Regions civil contingencies responsibility.

3. DIMENSIONS

Responsible for direct liaison with the Health Boards associated with the Region in order to progress the issues related to Emergency Planning and Property Strategy, in addition to any other work strands that may be agreed in the future.

Provides support to the Regional Manager and Deputy Regional Manager group. Works with ASMs to support the achievement of specific Corporate and Regional objectives.

Management responsibility for Resource Planning function and staff. Also manages the Admin & Clerical function and staff. The numbers of these staff will vary across Operational Regions

Has co-ordinating role in Child Protection, Patient Focus Public Involvement, with overseeing role to progress policy within the Region.

There are no direct budgetary responsibilities involved in the execution of the post.

4. ORGANISATIONAL POSITION

Organisation chart attached.

- a) Post holder is responsible to the Regional Manager, through the Deputy Regional Manager.
- b) Line manages Admin & Clerical staff within the Region.
- c) Line manages Resource Planning staff within the Region.

5. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Undertaking a lead role in the Regions application of the national resource management system (currently GRS) ensuring the system is utilised optimally for the benefit of service delivery. Maintains and improves on the level of performance by ensuring operational practices and resource levels meet demands, and are effectively and efficiently utilised.

Undertaking line management responsibility for Resource Planning staff, admin and clerical staff across the Region. Undertaking a lead role in the Regions application of admin and clerical systems and processes ensuring this function operates efficiently and effectively. Provides leadership for all staff within area of responsibility by focusing on priority issues and corporate goals.

Supporting the Regional SMT and/or wider management team through the production and analysis of Regional performance information. This role will also play key part in engagement with key stakeholders through the production of data, information and briefings.

Supporting the Regional SMT and/or wider management team as required regarding the response to complaints, datix and other adverse/untoward incidents. Acts as Complaints Lead within the Region.

Provides support to the Regional Manager and Deputy Regional Manager group in the event of a major or large scale incident particularly in the areas of log and record keeping.

Compiles a variety of documentation and reports to support the Regional Manager and Deputy Regional Manager group in the planning, delivery and analysis of service delivery and performance. Introduces and maintains a robust system of analysis, monitoring, auditing and reporting operational performance within the Region.

Manages dependencies and the interfaces between national projects and the Regions responsibility in relation to these. Co-ordinates portfolio of activities and projects and ensures delivery of all tasks to time and against plan. Monitors overall progress on all the areas of responsibility, initiates extra activities wherever gaps in the work packages are identified and takes any corrective action required.

Reports progress in all areas primarily to the Deputy Regional Manager and then, on an as required basis, to the Regional Management Team, Regional Partnership Forum, Staff and Stakeholders. Participates as an active member of DMT, DPF and related groups.

Introduces innovative Regional practices and policies whilst operating within an environment of conflicting priorities. Ensures there is a consistent and effective application of all Service policies and procedures.

Contributes to objectives both internally and externally as they affect the postholder's areas of responsibility.

Establishes/develops local networks within area of responsibilities which will include Health Boards, local authorities, media and other agencies involved in public health and patient care.

Represents the Region as required.

Leads and collaborates on projects as and when required in support of operational direction of the Region.

Applies a continuous improvement ethos to the role and is able to utilise quality improvement methodology to deliver service change and improvement.

Learns additional skills and develop competencies which complement the operational direction of the Region.

6. EQUIPMENT AND MACHINERY

Computer system
Printer
Telephone – landline and mobile
Car
Service radio provision.
Admin equipment

7. SYSTEMS

Knowledge of Microsoft packages to track progress of work packages and develop detailed plans (*i.e. Project, Word, Excel, Publisher, Visio*)

Knowledge of Service and wider NHS systems to enable the delivery of appropriate support to the management team e.g. Data warehouse, PECOS, Finance, Absence Systems, C3,GRS

Database design and application.
Monitoring procedures.
Audit systems.

8. DECISIONS AND JUDGEMENTS

The postholder is assigned objectives by the Regional Manager/Deputy Regional Manager on an annual basis.

The postholder is required to work mostly unsupervised due to nature of duties and will manage their own workload and align priorities within Regional objectives.

The postholder will demonstrate professional competence and sound judgment and develop, where necessary, innovative solutions to problems presented.

The postholder is continually balancing the need to respond to ad hoc issues whilst maintaining responsibilities for organisational issues and projects.

9. COMMUNICATIONS AND RELATIONSHIPS

- Requires to deal with sensitive situations professionally, assertively and tactfully e.g. staff/patient issues, issues on behalf of the Regional Manager and/or Deputy Regional Manager.
- Requires to liaise with middle and senior managers to ensure they are fully briefed on key areas of Regional strategy and tactics on behalf of the Regional Manager and senior team.
- Provides information, which can be contentious i.e. compliance with key performance indicators etc. in situations that have the capacity to be volatile and emotive, requiring tact, persuasiveness and diplomacy.
- Deals with situations affecting staff, which can be highly sensitive requiring empathy and understanding.
- Requires to communicate effectively with other SAS Regions and departments and external agencies and stakeholders e.g. SAS central support departments, external, Integrated Joint Boards (& multidisciplinary groups within these), Local Authorities, Patient Representative Groups and other emergency service partners, e.g. Scottish Fire and Rescue Service, Police Scotland, etc.
- Liaises as required with general public and patient groups by, for example, organizing and attending meetings some of which can be highly sensitive and emotive and that require empathy and understanding.
- Supports the Regions aims to engage with all staff to promote participation in 'shaping' the strategic direction of the Service. Through implementation of "iMatter", ensures regular feedback from staff is encouraged, collated and actioned.

10. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical skills – the postholder will be expected to travel throughout the Region to attend internal and external meetings. On occasion this will require prolonged periods of driving.

Balancing workloads which are demanding requiring the postholder to use a number of skills at any one time, i.e. tact, diplomacy, assertiveness, persuasiveness and compassion.

Mental demands – dealing with complex situations on a daily basis requires a high level of concentration and confident decision-making skills. Workload is predictable and is planned out in advance on a day to day basis.

Emotional demands - occasionally dealing with any difficult employees, patients or relatives.

Interpersonal Skills - good interpersonal skills are essential in this post as the postholder will often be at the forefront of organisational change. A sensitive but persuasive approach will therefore regularly be required.

Dealing with NHS partners who operate in a different environment to that of the Scottish Ambulance Service and who have little concept of our objectives or direction.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Short-term – this is a new post within our operational management structures therefore the post holder will require to introduce the role sensitively while making the progress needed.

Long-term – the Scottish Ambulance Service is entering a period of unprecedented change which will require skilled and capable leadership. The post holder will need to build and maintain relationships across the organisation and its partners against a backdrop of change at both pace and scale.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Knowledge and experience of the complexity of delivering a public/patient facing high profile service.

Credibility to advise DMT, DPF and Stakeholders on progress of work packages.

Strong project management skills.

Knowledge and experience of quality improvement methodology

Knowledge of techniques of planning, monitoring and controlling programmes.

Knowledge of project management techniques.

Knowledge of budgeting and resource allocation procedures

Ability to find ways of solving or pre-empting problems.

Ability to multi task and prioritise actions.

Ability to analyse qualitative and quantitative data and information and transpose it into recommendations and actions.

PERSON SPECIFICATION

JOB TITLE:	Business Support Manager
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Listed below are the key requirements needed to perform this job, candidates will be assessed against these criteria throughout the selection process. NB – Any criteria in the “Essential” box must apply to all candidates. You must stipulate at which stage of the selection criteria will be assessed, i.e. Application Form (AF) or Selection Process (SP)

	Essential Criteria		Desirable Criteria	
	Criteria	AF / SP	Criteria	AF / SP
Qualifications & Training	Education standards are to degree level or equivalent experience (i.e. HND plus experience involving the delivery and improvement of clinical administration services)	AF	Evidence of continued educational experience	AF
Experience	Experience at a senior administrative level	AF/SP	NHS experience at a Senior administrative level Experience of service redesign	AF/SP
Skills and Knowledge	Understanding of administrative processes Hold a current UK driving licence	AF/SP	Effective use of: C3, Digital dictation, Datawarehouse, GRS, Viewpoint, PECOS, Sickness Absence	AF/SP
Personal Attributes	Able to demonstrate the NHS Values Leadership of administrative and clinical colleagues Use of robust administrative systems Results focus Analytical skill Process improvement experience/qualification Line Management experience	AF/SP		