

SECTION 1

JOB IDENTIFICATION

Job Title:	Assistant Secretarial Service Manager
Department(s):	Medical Secretarial Services
Location:	Aberdeen Royal Infirmary
Hours:	37 hours per week
Grade:	Band 6
Salary:	£39,912 - £48,635 pro rata per annum
Contract:	Permanent
Job Reference:	201212

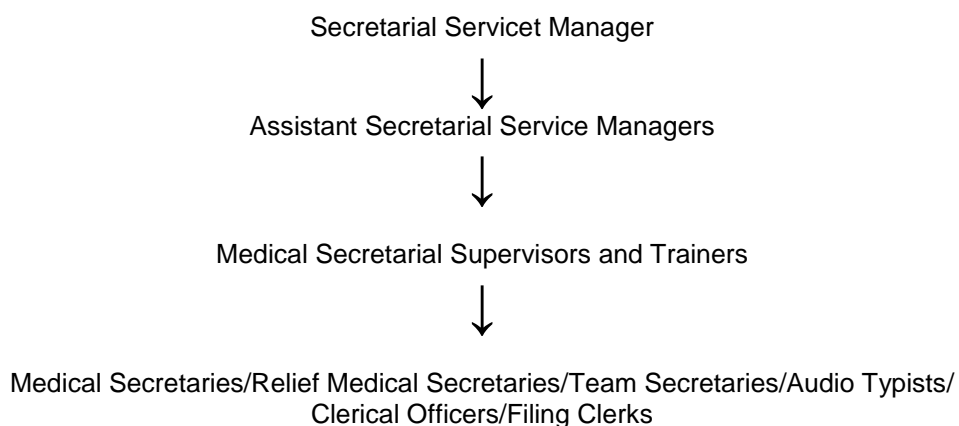
Job Holder reference:

1. JOB PURPOSE

The post holder will have delegated responsibility from the Unit Manager, in relation to the operational and strategic management of the service, acting as an independent practitioner with regard to a range of issues within the unit. Key aspects of this will include:-

- Ensuring achievement of both national and local targets including waiting times, day case rates and length of stay.
- Maximising budgetary control by proposing and auditing the impact of corrective action where appropriate.
- Line management of administration and support staff.
- Adherence to the principles and practices of governance – financial, clinical and staff.
- Assists the Unit Management Team to challenge traditional ways of working and explore areas of best practice to implement in their area.

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

Service

Acute Medical Assessment Unit, Accident and Emergency, Chest and Respiratory, Diabetes and Endocrinology Service, Infection Unit, Rheumatology, Maxillofacial Unit, Orthodontics, Short Stay Unit, Cardiac Department, Stroke Unit, GI Unit, Renal Unit, Dermatology, Ophthalmology, General Surgery, Vascular, Plastics, Neurology, Neurosurgery,

Neurophysiology, Neuropsychology, Breast Unit, Otolaryngology and Head and Neck Service, Psychiatric Medicine, Orthopaedics, Cardiothoracic, Gynaecology, Royal Aberdeen Children's Hospital.

Budget

- £8,809,664

Staffing

265.21 wte

Financial

- Authorised signatory for staff time sheets and payroll returns, overtime payments, recruitment documentation, approval of invoices and purchase requests up to the value of £ 5000
- Responsible for the accurate completion of staff engagement, change and termination documentation.

4. MAIN DUTIES/RESPONSIBILITIES

1. Service Redesign, Workforce Management and Planning

1. Play a vital role in ensuring that there is an effective and inclusive process to develop the Units Service Plans.
2. To ensure compliance of the actions identified in the Service Plan for areas of delegated responsibility.
3. To take responsibility for agreed aspects of service redesign in order to develop an improved patient journey and more appropriate staff utilisation.
4. To take responsibility for agreed aspects of workforce redesign and vacancy management processes within the Unit.
5. To take responsibility for agreed aspects of the development of individuals/departments and objectives for the Unit.
6. Contribute to the development of effective team working within the Unit Management Team ensuring effective support and co-ordination for the delivery of the agenda.
7. To line manage administrative/clerical staff including staff development, appraisal, grievance and discipline, recruitment and selection and performance management in line with NHS Grampian policies.
8. Contribute to the preparation of Service Change Proposals, Business Cases, Service Plans and Service Level Agreements with overall responsibility as delegated by the Unit Manager.
9. Act as a representative for the unit/hospital group at relevant meetings as designated by the Unit Manager.

2. Performance Management and Targets

1. Responsible for ensuring that the Unit Manager is kept fully informed of performance through the preparation of reports and analysis of problem areas and for developing recommendations.
2. Responsible for implementing and maintaining methods and processes for the safe management of agreed aspects of Health and Safety within the unit.
3. Investigate and provide a response to performance issues, ensuring that replies are delivered timeously and that learning outcomes are identified and applied within the unit.

3. Budgetary

1. Maximise budgetary control by initiating and maintaining effective human resource management and proposing corrective action where appropriate.
2. Develop budgetary skills and provide support to senior managers leading the services.
3. Aid Unit Manager in identifying areas where cost efficiencies can be made and taking responsibility to ensure that action is taken to achieve them.

4. Management and Partnership Working

1. Effective management of all administrative and clerical staff within area of responsibility in accordance with the principles of staff governance, including learning and development as well as local policies and procedures.
2. To work in partnership with staff organisations and staff as well as patients and the public in delivering delegated aspects of the service plan for the Unit.
3. To work in a cross sector way in achieving the operational aims of the Unit, Acute Services and NHS Grampian.
4. Work in partnership with the support team for waiting times ensuring they are kept informed of the current position and actions being taken.
5. Act as a role model for staff within the Unit.

5. Governance

1. Ensure systems are in place to identify learning outcomes from performance issues and learning to be applied.
2. Develop and maintain systems to record and plan where appropriate, annual leave, sick leave, study leave and training.
3. Participate and/or lead in the investigation of any critical incidents within the unit.

6. Risk Management

1. Develop and maintain systems for recording training activities in order to ensure staff are equipped and competent in their roles.

2. Responsible for signing off risk assessments ensuring necessary actions are implemented.

7. Whole System Working

1. Support the Management Team in ensuring awareness and understanding of NHS Grampian Corporate agendas, contributing to the translation of this into service plans for the unit and feeding this down to all levels of staff.

6. SYSTEMS AND EQUIPMENT

- PC/Laptop
- Printer
- Photocopier
- Microsoft Office 365 Software (Word, Excel, Access, PowerPoint)
- Microsoft Outlook
- Microsoft Teams
- Patient Management System (Trakcare)
- Business Objects
- Digital Dictation and Audio transcription equipment
- Local workload assessment tools.

7. DECISIONS AND JUDGEMENTS

- Objectives will be agreed between the post holder and the Unit Manager. Review of these objectives will be by meetings with the Unit Manager. Assignment of work is from the Unit Operational Manager and other members of the Unit Management Team.
- Expected to use initiative and problem solve to meet the demands of the service.
- Work autonomously and prioritise own workload.
- Has the freedom and discretion to decide and take action within area of remit.
- The post holder is expected to identify issues and to seek solutions to these without inappropriate upward referral.

8. COMMUNICATIONS AND RELATIONSHIPS

- The post holder will be required to demonstrate high levels of interpersonal and communication skills given the need to communicate regularly with staff and the public. Communication is both verbal and written.
- An ability to defuse situations by diplomacy, control and influencing skills is also essential.

Contacts

- Senior Acute Sector Management Team i.e. General Manager, Assistant General Manager as required.
- Unit Management Team on regular/daily basis.
- All grades of staff within the Unit – Medical, Nursing, Allied Health Professionals, Administrative, Porter, Domestic Services, Occupational Health Service.
- Admin/Clerical staff reporting to the post holder with regards to communicating challenging, confidential or sensitive information. Also providing support and guidance when dealing with staffing issues.
- Working relationships exist within departments of Finance, Human Resources, Administration, Clinical Support Services, Non-clinical Support Services.
- Liaise with other NHSG areas/departments regarding NHSG wide issues i.e. Finance, Human Resources, Recruitment, IT, Health Intelligence, Waiting Times Team, Feedback Team, Learning & Development, Professional Development, Risk Management, Estates.

9. PHYSICAL DEMANDS OF THE JOB

- The job involves high levels of concentration e.g. when using complex information to interpret, analyse and forecast the performance of the specialty.
- Keyboard skills to allow production of letters/documents where accuracy rather than speed is essential.
- IT skills to allow the manipulation and presentation of data.
- The post-holder will be required to sit for protracted periods whilst in attendance at meetings or undertaking deskwork.
- Prolonged periods of uninterrupted concentration may be required which at times may be difficult to secure.
- Driving over short distances.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Constant use of own initiative to decide which of the many and diverse tasks should take priority when new and unexpected problems occur.
- Managing competing demands.
- Volume and diversity of workload and often the speed at which delivery of completed work is expected which may cause conflict regarding priorities.
- Negotiating to achieve best possible outcomes for patients within available resource.
- Managing conflict within diverse team.

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

- Degree or equivalent.
- Various experience in Health Service Management at an operational level.
- Experience in a supervisory role.
- Experience of taking own initiative to resolve ever more complex issues.
- Experience of working on or running project based tasks.
- Evidence of leadership and management training/development plus experience in leading and managing change.
- Evidence of continuing personal development.
- Awareness of professional and current issues which affect NHS Grampian.
- Excellent communication skills both verbal and written.
- Effective time management.
- Be decisive and able to apply knowledge gained through experiential learning to assist in outcomes.

NHS GRAMPIAN

PERSON SPECIFICATION

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: **Asst Medical Secretarial Service Manager**

LOCATION/HOSPITALS: **ARI**

WARD/DEPARTMENT:

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to degree level or equivalent experience. Medical Secretarial Diploma or alternative Secretarial qualification Advanced keyboard and audio skills Knowledge of Microsoft Office Programmes	
Experience	Detailed knowledge of various administrative roles within a Health Care Environment. Various experience in Health Service Management at an operational level. Previous supervisory experience within a Health Care Environment Knowledge of PMS system – training given Knowledge of Waiting List management – training given	
Special Aptitude and Abilities	High level organisational skills and display an aptitude for problem solving. Evidence of leadership and management training/development plus experience in leading and managing change The Post Holder is required to work using their initiative and have the ability to manage time effectively. Experience of taking own initiative	

	<p>to resolve ever more complex issues.</p> <p>Experience of working on or running project based tasks.</p>	
Disposition	<p>The Post Holder is required to have an ability to work under pressure and to be an effective communicator at all levels and at all times.</p> <p>The Post Holder is required to be flexible in their outlook and approach to work and be willing to work as a team player.</p> <p>Excellent communication skills both verbal and written.</p> <p>Effective time management.</p> <p>Be decisive and able to apply knowledge gained through experiential learning to assist in outcomes.</p> <p>Awareness of professional and current issues which affect NHS Grampian.</p>	
Physical Requirements	<p>Must have the ability to carry out all aspects of the role.</p>	
Particular Requirements of the Post	<p>The ability to handle sensitive, confidential situations with discretion, tact and diplomacy.</p>	