

**NHS PUBLIC HEALTH SCOTLAND**

**JOB DESCRIPTION**

|  |
| --- |
| **1. JOB DETAILS** |
| Job Title | Senior Service Delivery Manager |
| Immediate Senior Officer/ Line Manager | Operations Manager |
| Department | Departments across the directorate |
| Directorate | Clinical and Protecting Health |
| Location | Glasgow/Edinburgh |
| CAJE Reference | NPPHISS119 |
|  |
| **2. JOB PURPOSE** |
| To provide project, service and operational management and support for nursing, medical, scientific and administrative staff within the directorate, working with a range of internal and external stakeholders.To support and lead on the development and redesign of services within the area as agreed with the Operations Manager and Service Manager, in line with PHS strategic direction.To contribute to overall operational and strategic development of PHS with other senior managers. |
|  |
| **3. DIMENSIONS** |
| The post holder will support multi-disciplinary groups and health protection services. The groups and teams consist of staff from a variety of disciplines (medical, nursing, scientific and admin). The post holder is also required to deputise for other senior managers at corporate and stakeholder meetingsThe post holder will directly line manage and oversee staff within the Groups/teams to ensure operational objectives and targets are met in specific areas – this may relate to services, projects or cross-Group initiatives and staff will come from a variety of disciplines. The post holder will recruit and select staff as required in order to deliver the business objectives of the groups/teams .The post holder will be accountable to Operations Manager for the overall service, project and operational management of the service and associated resources, ensuring the use of these resources is maximised to meet the Directorates overall targets and objectives.Stakeholders include: NSS, Scottish Government (SG), NHS Boards (and other NHS Organisations), Local Authorities; other partner organisations, the public, commercial organisations and research bodies for example. Also includes counterparts in other UK country national public health or health protection delivery organisations. |
|  |
| **4. ORGANISATION CHART** |
|  |
|  |
|  |
| **5. ROLE OF THE DEPARTMENT** |
| Public Health Scotland is responsible for leading and enabling the drive to improve health and wellbeing and reduce health inequalities across Scotland.We deliver:strong public health leadership across the whole public health system in Scotlandhigh quality, effective and supportive health improvement, health protection and healthcare public health functions.We are:· intelligence, data and evidence led;· have a key role in enabling and supporting delivery at local level.We deliver leadership roles in relation to:· public health research;· innovation to improve population health and wellbeing;· supporting the broad public health workforce across Scotland.PHS is a values driven organisation and we expect all our staff to role model our values in everything they do. **Diagram  Description automatically generated****The role of the Clinical and Protecting Health Directorate** is to protect the people of Scotland from infectious and environmental hazards; enable high-quality clinical and public health knowledge, research and innovation; and change clinical and public health practice by using audits at a national and local level. |
|  |
|  |
| **6. KEY RESULT AREAS** |
| Leadership Responsibilities* Contribute to the development of the Directorates strategy and delivery plan
* Contribute to service redesign, innovation and organisational development to ensure the delivery of high quality, customer focussed services
* Lead, manage, motivate and develop staff to ensure they contribute effectively to the achievement of the Directorates aims and objectives.

Promote partnership working at all levels, ensuring full participation by staff and service stakeholders in decision making processesGovernance Responsibilities* Ensure appropriate policies and procedures and systems of work are implemented and reviewed on a regular basis to ensure optimum service delivery, continuing best practice and compliance with relevant statutory requirements
* Responsibility for the achievement and maintenance of general and specific departmental quality standards, including statutory accreditation standards
* Implement Staff Governance frameworks and appropriate systems and processes to ensure staff are treated fairly and consistently
* Ensure processes are in place to identify risks and implement corrective action as necessary

Management Responsibilities* Contribute to the achievement of efficiency within the Directorate
* Responsible for the delegated budget for the service/dept in line with Standard Financial Instructions, ensuring best use of resources
* Participate in the implementation of the Directorates strategic and delivery plans, ensuring that targets and objectives are met to timescale and within available budget
* Implement performance monitoring and management systems for the service/dept
* Manage workforce issues for the service including; staff training and development, discipline, attendance, recruitment etc
* Deputise for the Service Manager and Operations Manager as required
 |
|  |
| **7. ASSIGNMENT AND REVIEW OF WORK** |
| * The post holder reports to Operations Manager and will work closely with them to ensure the health protection service delivers stakeholder requirements and services
* Objectives will be set annually and reviewed as appropriate should service needs change throughout the year. Bi-annual performance review/appraisal will take place within PHS Development and Review process.
 |
|
|  |
| **8. DECISIONS AND JUDGMENTS** |
| * The post holder will manage health protection service(s), projects and associated resources on behalf of the Operations and Service Manager and will be required to work largely autonomously
* Operational management and goals will be either self-directed or directed by the Service Manager, Operations Manager or other senior managers/ leads to meet local, national and strategic objectives.
 |
|  |
| **9. MOST CHALLENGING PART OF THE JOB** |
| * Redesigning and modernising working practices to achieve and maintain internal excellence whilst improving customer focus and corporate working.
 |
|  |
| **10. COMMUNICATIONS AND WORKING RELATIONSHIPS**  |
| The post holder will develop working relationships and effective communication with a wide range of individuals; clinical and non-clinical; internal and external to PHS to ensure co-operative and collaborative planning and decision-making. These will include:Operational Management* To work closely with the Head of Service, Operations Manager, Clinical Leads, programme/project managers and operational managers to manage and develop the service.
* To act as lead/first line contact for service delivery/business issues related to their area of responsibility.
* Communicate with staff at all levels within the service.
* Communicate with all PHS stakeholders – includes clinical and non-clinical staff across all parts of NHS NSS, Health Boards and Scottish Government agencies.

Human Resource Management* Work closely with Human Resources Department.
* Participate in the identification of training needs within the workforce to inform the commissioning of educational programmes as required.
* Work with key union representatives and Partnership Forum/Staff Forum members within the partnership framework as required.

Others:* Provide support for other Service Delivery Managers as required
* Monitor and support budget holders
* To be actively involved in the strategic development of staff and services
* Provide strong and effective communication mechanisms within the service
* Work closely with the Heads of Service, other clinicians, the Corporate Management Team, Operations Managers, Clinical Leads and others to meet Clinical and Staff Governance requirements
* The post holder will be expected to build relationships with a wide range of stakeholder organisations such as other NHS bodies, national agencies, The Health Protection Agency, academic organisations, local authorities and other multi-agencies in order to ensure services are maintained and developed and to share best practice wherever possible
 |
|  |
| **11. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST** |
| * Degree level qualification in a related subject area or equivalent experience. The post holder will also hold a professional qualification in respect of project/programme management (ie.Prince2, MSP, MOR).
* Extensive operational management expertise at a relevant senior level is required. Experience may be from a clinical, scientific or service management background but the post holder should be able to demonstrate knowledge and understanding of the broad health protection health framework within which PHS operates and should have an understanding of the political processes and demands which shape services and priorities.

 * The post holder would benefit from senior experience within a relevant health service setting with experience in/or knowledge of relevant NHS systems/processes. As a minimum, the post holder must have significant experience in a complex healthcare contract/service management area and significant experience working in a management role within healthcare. They should have a strong commitment to effective service delivery.
* Extensive experience of budgetary / financial management
* Ability to lead and manage change
* Proven decision making skills
* Excellent communication skills
* Evidence of working in a healthcare setting
* Ability to analyse and present information
* Evidence of continuing professional development
* Performance management expertise
* Ability to travel
* Project Management skills
 |
|  |
| **12. EQUIPMENT AND MACHINERY**The main machinery used in the post is a desktop PC, which is used for the majority of the work and accessing network servers. Other equipment used includes laptops, projectors, USB Storage devices, removable CD/DVD drive, photocopier and fax machine. |
|  |
| **13. SYSTEMS*** CPH shared area: maintaining service/system and project status within the shared area to ensure a knowledge database of service and any change project information is developed.
* Microsoft Office package: e.g. Excel, Access, PowerPoint, Word, Outlook for maintenance of personal, departmental and divisional information.
* Internet applications e.g Explorer, search engines for research, education, obtaining of management information.
* Awareness of relevant and/or bespoke systems appropriate to the organisation e.g. EELog, SharePoint system for the sharing of documents with stakeholders
* Formatting and populating databases
 |
|  |
| **14. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**Physical EffortThe minimum of physical effort is required. The post is primarily deskbound at workstations with occasional time attending meetings or visiting external stakeholders. Requirement for sitting at, reading from, or inputting into, a PC for most of the day.Mental EffortThe post requires extended periods of concentration on a daily basis. It requires analysis (e.g. monitoring budgets and calculating financial spends, work or project plans etc) and problem solving. The post holder will have to attend meetings (1-2 hours) with staff, stakeholders etc., and develop and write standard operating procedures, business plans and reports. Emotional EffortThere may be exposure to staff issues from line management and co-ordination role. Some staff will be resistant to changes in working practices and the post holder will need to deal with this in a diplomatic and sensitive manner. Unrealistic timescales may be imposed by uncontrollable external factors on an infrequent basis (incidents, media enquiries etc).Working ConditionsStandard office setting - a medium level of noise and disruption is caused by having many staff in an open plan environment.  |
|  |
| **15. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each postholder to whom the job description applies. |
| Postholder Signature: |  | Date: |  |  |
|  |  |  |  |  |
| Postholder Print: |  |  |  |  |
|  |  |  |  |  |
| Manager Signature: |  | Date: |  |  |
|  |  |  |  |  |
| Manager Print: |  |  |
|  |  |  |  |  |
| Manager Title: |  |  |
|  |  |  |  |  |
|  |  |  |  |  |