#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title:  | Business Enabling Services Support Officer |
| Responsible to | Manager, Compliance |
| Department(s):  | Business Enabling Services  |
| Directorate: | Fife Health and Social Care Partnership |
| Job Reference: | TBC |
| No of Job Holders: | 1 |
| Last Update: | May 2024 |

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| 2. JOB PURPOSE |
| Work directly with the Business Enabling Services Chief Finance Officer, Service Managers, Team Managers, and a wide range of staff groups, across Fife, to facilitate and co-ordinate a comprehensive and cohesive approach to service planning, development/redesign and delivery, and performance monitoring. This will involve working autonomously to support projects and pieces of work as directed by Business Enabling Service Managers. All work will be in alignment with Fife Health & Social Care Partnership Strategic Plan.  |

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| **3. DIMENSIONS** |
| The Health and Social Care Partnership in Fife is split into 4 Service Structures – Primary & Preventative Care Services, Business Enabling Services, Complex & Critical Care Services and Integrated Business Enabling and Support Services. This post will operate in supporting the work of Business Enabling Services. |
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| ORGANISATIONAL POSITION |
| Chief Finance OfficerBusiness Enabling Services  Business Enabling Service ManagersManager, ComplianceBusiness Enabling Services Support Officer – THIS POST

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|  | Direct Line Management |
|  | Reporting  |

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| 5. ROLE OF DEPARTMENT |
| The Business Enabling portfolio is responsible for the planning of integrated health and social care services across Fife with an emphasis on the efficient and effective use of resources.This portfolio delivers and manages a number of business functions which support service delivery across the Health and Social Care Partnership. Key functions include; Business Support; Administration, Finance; Change & Transformation; Corporate Functions; Quality Assurance and Contract management; Commissioning; Resilience; Risk; Information Compliance and Planning and Performance. **Fife Health and Social Care Partnership** * The Integration Joint Board is fully responsible and accountable for the planning and delivery of all services within the Fife Health and Social Care Partnership.
* Priorities are in line with national legislation, Fife Health and Social Care Strategic Plan and the NHS Fife Clinical Strategy.
* The Director of Fife Health and Social Care Partnership has overall responsibility for the Partnership, with the services devolved to the Partnership managed and hosted within one of four portfolios: Business Enabling Services, Community Care Services, Primary & Preventative Care Services and Complex & Critical Care Services.
* Each of the portfolios is managed by a Head of Service who is supported in this role by a Clinical Director, Head of Nursing and Senior Managers for Health and Social Care services.
* The Fife Health and Social Care Partnership vision is to ‘enable the people of Fife to live independent and healthier lives’.
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| 6. KEY RESULT AREAS  |
| 1. Provide organisational and project support to the Business Enabling Service Managers, ensuring that project objectives and milestones are defined, monitored and reported.
2. Postholder required to take forward actions in relation to these projects independently.
3. Support the development of integrated services within Fife by collating, analysing, interpreting and reporting on a wide range of data to inform service redesign and presenting this in clear formats to assist decision making. The postholder will also create action plans to support implementation, then monitor and execute to enable the local service and team managers to keep abreast of action.
4. Provide project support to the Service Managers in relation to project planning, development of services and integrated working. This includes the creation and maintenance of project tools e.g. action trackers, creation of Short Life Working Groups/meetings/events, and developing content and tools to collect outputs for these.
5. Co-ordinate, implement and monitor actions agreed at Business Enabling Services development meetings to guide service development, redesign and/or process mapping.
6. Assist with planning e.g., mapping of issues & processes, prepare papers, data analysis, create reports and support the process of stakeholder involvement.
7. Support movement towards service delivery and re-design e.g. by developing service implementation plans, service development plans and joint training initiatives.
8. Support achievement of the targets and priorities identified in service delivery plans e.g., Health and Social Care Strategic Plan, and supporting strategies.
9. Support the creation, delivery and implementation of effective communication plans to inform staff groups and wider stakeholders, and to facilitate information exchange.
10. Provide support to ensure effective community consultation and representation on projects and service improvements.
11. Work with others to support service redesign, development, performance monitoring and change management in the broadest sense
12. Post holder undertakes any other ad hoc tasks commensurate with post and grade.
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| 7a. EQUIPMENT AND MACHINERY |
| * Personal Computer / laptop for e-mail communication (both internally and externally) and for research and data collection via the Internet. PC also utilised as a resource in the development and formulation of plans and projects.
* Projectors and Multi-media equipment utilised to support and facilitate Power Point presentations at seminars, meetings and events.
* Full range of general office equipment
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| **7b. SYSTEMS** |
| * Utilise IT systems to meet the requirements of Corporate Governance in relation to information collation, production and sharing.
* The development, management and maintenance of relevant databases and spreadsheets, maintaining accurate and up to date records complying with the requirements for confidentiality and retention and destruction.
* The maintenance of relevant information to help inform the Health and Social Care Partnership planning processes and implementing the Strategic Plan
* Operate and ensure effective distribution of NHS Fife and Fife Council policies and procedures
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Reporting to the Compliance Manager, there is a high level of autonomy.
* The work of the post is largely self-directed with a significant level of decision making and freedom of action required in use of personal initiative with minimum input from the Service Managers
* The post holder will contribute to the redesign and improvement of health and social care services in Fife
* The post-holder must be flexible and able to respond quickly to an ever-changing environment which often presents conflicting priorities and short timescales.
* The post-holder is supported by Line Manager who is available by phone/email and also by monthly 1:1s and annual PDP reviews.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder will be required to use their own initiative and work on a self-directed basis whilst supporting, and on occasions leading on some pieces of project work which on occasions can be of a complex nature, under the direction of the Business Enabling Services Managers and relevant workstream leads.
* The post-holder must be able to anticipate and be proactive in planning for change.
* The post-holder must be innovative in developing project action plans / trackers, links, and communications routes.
* The post holder will not be directly supervised on a day-to-day basis and will be required to manage their own workload and prioritise conflicting tasks effectively to meet challenging timescales.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Supporting the implementation of decisions made at a senior level within different organisations within tight timescales.
* Securing involvement and commitment to redesign and service change from within and outwith the organisation.
* Facilitating joint working across the boundaries of the Health and Social Care Partnership, Local Services organisations within the context of redesign and service development.
* Promoting a culture of positive change.
* Promoting effective communication and information sharing across agencies.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Facilitate and co-ordinate a comprehensive and cohesive approach to service planning, development and service delivery. This requires that robust internal and external communications and relationships are developed.
* Communication will be appropriate to manage change and implement project plans.

Internal * Senior Managers in Fife Council, NHS Fife and Fife Health and Social Care Partnership.
* The Locality/Service administrative teams.
* NHS Fife and Fife Council IT.
* Finance & H.R. departments.
* Communication and networking with all the Health and Social Care Partnership staff across Fife.
* Service Managers, Team Leaders and frontline staff.

External * Voluntary and third sector organisations
* Communication with service users, carers and the general public.
* Information Services, Change Management and Performance Management Staff.
* Service teams within other NHS Boards / Local Authorities.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * The nature of the job and its unpredictability in terms of the range, volume and type of work expected of the post-holder places demands upon the post-holder who requires to be flexible in his/her approach.
* The post-holder requires to be fully adaptable in the face of often conflicting, difficult and

tight timescales and expectations.* The post holder should have the ability to travel between sites across Fife.
* The post holder should be able to demonstrate resilience and emotional maturity in order to support and implement various projects involving service change within a complex and dynamic environment.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Experience*** Have a broad and varied level of experience in senior secretarial or administrative position; preferably acquired in NHS or Social Work environment
* Have experience of managing change within a complex environment
* **Service Improvement** – the post-holder is required to work in partnership to support the development of Business Enabling Services
* **Quality** – the post-holder is required to contribute to improving quality, acting consistently with legislation, policies and procedures
* **Equality and Diversity** – working with others, the post-holder is responsible for promoting equality and diversity
* **Learning and Development** – the post-holder must be capable of promoting the aims of learning anddevelopment within the Fife Health and Social Care Partnership
* **Project Management** – Working with others the post-holder will identify issues and produce plans that contain all the necessary detail for managing and delivering service redesigns / developments.

**Qualifications/Training*** HNC / HND in Business Management/Administration or other relevant subject or experience and training commensurate to degree level

**Knowledge*** Knowledge and experience of implementing service change
* Knowledge of community health and social care issues and a broad understanding of Scottish Government policy and strategy
* Excellent knowledge of Microsoft Office packages.

**Skills / Aptitude*** Ability to work on own initiative and with minimal supervision
* Ability to consistently meet challenging deadlines
* Ability to deliver objectives within agreed timescales
* Accustomed to looking ahead and planning appropriately
* Excellent interpersonal and organisational skills
* Proven track record in project management
* Able to forge positive relationships and work effectively across organisational boundaries
* Demonstrable project management skills
* Excellent interpersonal and organisational skills
* Have the ability to travel within and out with Fife to perform aspects of this role

Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice |
| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |