



Job Description
NHS Professionals Limited

Job Title:	Trust Services Operations Manager
Band:	
Location:	NHS client on-site with requirement for regional/national travel

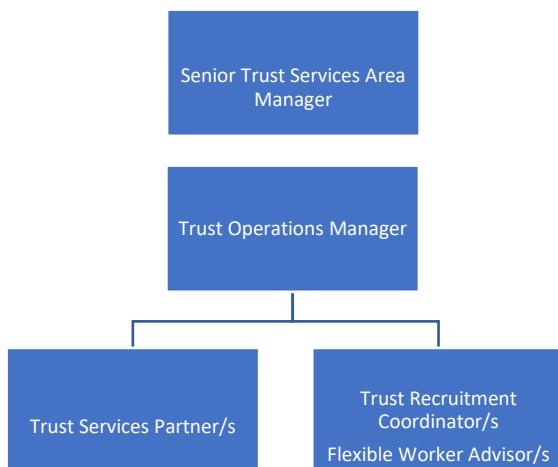
Role summary:

This critical role for the local NHS Trust provides operational service delivery leadership and management of the local NHSP Trust Services Team and customer support for the NHSP bank workers (flexible workers) and NHS ward managers, ensuring all contact with NHSP is quick, simple and helpful.

The aim of the Trust Services on-site team is to facilitate filling bank shifts whilst ensuring the workers requirements are also met or exceeded, overall ensuring customer requirements and KPIs are met.

As the responsible officer for Trust operations responsible officer Key to success in this role is to establish strong working relationships with both the Trust management stakeholders, ward manager and flexible worker communities with the end goal of delighting our customers; our aim is to be a “customer obsessed” organisation.

Organisational Position (Illustrative):





Accountabilities:

- Delivery of Trust operational performance against targets in line with agreed budget.
- Delivery of service excellence and meeting agreed service KPIs initiating proactive plans to correct any variance.
- Manage key operational relationships at each Trust and recognition and mitigation of relationships falling below expectations that may be detrimental to ongoing contract retention.
- First point of escalation for any Operational Services issues from the trust
- NHSP onsite team leadership and management, ensuring resource levels at appropriate capacity and capability. Carry out effective people processes to ensure high performing engaged, enabled and empowered teams.
- Ensure appropriate level of NHSP visibility within the Trust.
- Monitor flexible worker and Trust feedback ensuring it is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative.
- Escalation and collaboration with Account Management to facilitate environment for service excellence and delivery.

Responsibilities:

- Responsible officer and main point of contact for the Trust operational account delivery and management of operational Trust stakeholder relationships. Ensure agreed and documented operational delivery plans. Develop credibility in service provision through key working relationships to support client retention.
- Maintain full knowledge and understanding of Trust commercial contracts and KPIs, monitoring performance against these and creating and implementing service improvement plans. Focus on service and commercial excellence to meet demand and support increased client satisfaction.
- Oversee the Trust's requirements for flexible workers with a view to meeting or exceeding agreed fulfilment and satisfaction targets.
- Partnership working with Trusts including regular communications to review service performance, illustrating success and identifying areas for improvement and engaging them in working in partnership to achieve the best outcomes.
- Creation of service development and performance reports identifying opportunities or areas of excellence or underperformance. Maintain accurate documents following meetings or interactions with Trusts.
- Work with Trust to understand and effectively plan for their future requirements ie seasonal planning.
- Work with TSAM to develop plans to support client satisfaction.
- Manage implementation of new service areas, such as additional staff groups or the introduction of new departments, ensuring a positive experience for both the ward manager and flexible worker.



- Engage and influence other NHSP departments to ensure client operational needs are met. Identify, establish and build relationships with key NHSP centre colleagues that are responsible for the remote delivery of service to your customers, creating an inclusive environment in the team, area, nationally and with central services
- Manage the onsite NHSP team's performance and development to ensure they have the tools, skills and training to deliver exceptional service
- Ensure there is adequate cover on-site each day to meet all the needs of the flexible workers and ward managers
- Recruit to fill on-site vacancies quickly and effectively to prevent any service disruption to the customer, following the NHSP recruitment guidelines
- Deliver and promote the high standards of NHSP to existing and potential new ward managers and workers, acting as an NSHP ambassador
- Oversee NHSP attendance at daily staffing meetings, bed meetings, staffing huddles with the ward managers and respond accordingly to both urgent and longer-term staffing needs
- Respond to requests and reports from central services regarding flexible worker or ward manager outstanding actions to ensure the worker application is processed quickly and shift fulfilment is optimized.
- Senior point of contact for NHSP team members and client operational escalations
- Gather information regarding workforce issues and feedback to relevant departments to support effective workforce planning. Think creatively about the service provision, suggest ways to continuously improve the customer experience. Put forward innovative new ways of working to the Trust Services Area Manager.
- Collaborate with the Account Management to ensure there is effective communication about operational and strategic challenges and opportunities
- Own complaints, incident reporting and feedback through to resolution in line with the NHSP processes and complaint procedures and where necessary the flexible worker disciplinary process
- Oversee the working environment, ensuring it is safe, clean and tidy and appropriate for colleagues and all customer contact
- Adhere to GDPR legislation and know when to ask for support for any breaches

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professional's Equality and Diversity Policy, this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professional's Health and Safety Policy.
- **Corporate Image**
Adopt a professional image at all times.
- **Risk Management**



Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting with risk assessments.

- **Scheme of Delegation**

To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

Acceptance:

I agree to undertake the duties of the job in accordance with the above:

Signed: (Job Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:



PERSON SPECIFICATION

Job Title:			
CRITERIA:	ESSENTIAL <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	DESIRABLE <i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T
Qualifications & Knowledge:	<ul style="list-style-type: none">• Degree qualification or equivalent experience• Awareness, understanding and adherence to the GDPR and Data Protection Act (1998)• Understanding of and commitment to Continued Professional Development	<ul style="list-style-type: none">• Masters qualification• 	A/C/I
Experience:	<ul style="list-style-type: none">• Experience working in the NHS/healthcare or similar customer service environment• Proven experience of managing and leading a high performing team• Able to motivate and engage a team• Experience of performance management and development of team members• Experience of managing operational delivery and KPI achievement.• Experience of developing operational plans.• Experience of presenting operational plans and achievements to stakeholders.• Experience of budget management• Change management skills within a complex environment• Ability to effectively manage complex complaints• Collaborative working across professions and services; both internal and external• IT literate including Microsoft software to include Word, Excel and Powerpoint• Able to demonstrate previous experience of developing and implementing new processes to improve service	<ul style="list-style-type: none">• Knowledge of NHS policies• Understanding of NHS challenges and workforce• Knowledge and understanding of efficiency measures• Workforce planning experience	A/I/T



Communication & People Skills:	<ul style="list-style-type: none">Ability to demonstrate a high level of customer serviceExcellent and robust interpersonal and communication skillsAbility to build and maintain collaborative working relationshipsExcellent communication skills including liaison and negotiation skills.Works with a high degree of autonomyEffective decision making and judgement skills to effectively and proactively deal with challenging issuesAble to appropriately deal with complex and sensitive information		A/I/T
Organisational Skills:	<ul style="list-style-type: none">Able to work independentlyDemonstratable success in planning and managing changeEffective project management using appropriate tools to plan and schedule project timelines.Flexible and adaptable to changing needs of the business and/or clientsAbility to plan and organise a range of complex activitiesAble to formulate and adjust plans and strategiesAbility to analyse complex situations, developing solutions to problemsAbility to gather and analyse a range of information	•	A/I/T
Specialist Knowledge/ Skills:	<ul style="list-style-type: none">Understanding of NHS prioritiesExperience of recruitmentCommitment to delivering excellent customer service to all stakeholders at various levelsCommitment to ensuring commercial excellence throughout the team		
Physical Skills:	<ul style="list-style-type: none">Must be able to pass pre employment assessment		A/I
Equality:	<ul style="list-style-type: none">Candidates should indicate an acceptance of and commitment to the principles underlying NHS Professional's Equality and Diversity and Health and Safety Policies.		

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation