



## JOB DESCRIPTION

### PART A: JOB DETAILS

<b>JOB TITLE:</b>	Locality Business Manager
<b>AFC BAND:</b>	7
<b>HOURS:</b>	37.5
<b>DIRECTORATE:</b>	Service Delivery
<b>DEPARTMENT:</b>	Patient Transport Services
<b>REPORTING TO:</b>	Head of PTS
<b>BASE:</b>	To be agreed

### PART B: JOB SUMMARY

An experienced Manager having direct responsibility for effectively managing Patient Transport Operations within a designated geographical area (Managers, staff, vehicles, equipment and estate), achieving contractual performance standards and ensuring the highest quality of care and patient satisfaction.

To establish new and innovative ways of delivering Patient Transport services in line with Trust strategic direction and ensure the Health, Safety and Welfare of all operational staff at all times.

Responsible for

- Direct line management of Team Leaders
- Line management of operational staff
- The delivery of area service

To be the principle point of contact for customers, managing strategic and operational developments and improvements to contract delivery.

### PART C: KEY RELATIONSHIPS



Head of Patient Transport Services  
Operational Management Team  
Contracts Manager  
Quality Manager  
Business Support Manager  
Finance Manager  
Commissioners  
Emergency Services  
Health Care Organisations

## **PART D: JOB SPECIFIC RESPONSIBILITIES**

### **Leadership**

1. To manage Patient Transport Operations providing guidance and direction on a daily basis to all staff, including the Ambulance Liaison Officers, Team Leaders and Operational Resource Administrators for a geographical area.
2. To undertake on-call in order to give advice and make Non-Emergency decisions where necessary, as senior manager.
3. To support Silver / Bronze level command, as requested by the Health Emergency Operations Centre (HEOC). Act as the PTS lead at incidents as required
4. As Silver Commander on any incident to analyse information provided by multiple agencies and resources, making judgements on options available and deciding effective course of action in a pressurised environment.
5. To provide effective leadership to maintain good employee and industrial relations to maintain high quality services and involve staff side in the decision making process to achieve organisational objectives.
6. To ensure all staff are fully informed of the Trust's aims and objectives and have in place a personal development review process that will enable them to achieve their maximum potential.
7. To undertake Annual performance reviews and set objectives for Officers, team leaders and administrators within your control.
8. To deputise for the Head of Patient Transport Services and represent on their behalf where appropriate.
9. To implement and initiate effective welfare support to any member of staff within the locality

### **Resource Management**



accountable for all day to day operational aspects within the geographical area, for delivery of contract journeys and ECR's, ensuring efficient and effective use of all resources to maximum potential.

2. Ensuring optimum staffing unit hours and vehicle availability against the demand analysis for each day of the week, taking into account the complexity of changing demands such as winter pressures and commissioners requirements.
3. To continually develop and enhance existing rosters and shift patterns, with the ability to analyse and identify the potential for efficient service delivery.
4. To be responsible for all sickness absence management in the geographical area taking appropriate action in line with the Trust's Employment Policies and Procedures.
5. To be accountable for the management of all annual leave as part of the Operational Management Team and liaise with the Scheduling Department where appropriate. In line with Trust Policies, Procedures and any relevant guidance, to meet the operational needs of the service.
6. To participate in the annual budget setting and contracting processes and ensure effective budget management systems are in place to achieve the budgeted financial position, within your devolved budgetary responsibility.
7. To analyse workforce requirements for forthcoming year and plan an effective strategy to ensure optimum of effectiveness of delivery. To identify and manage recruitment requirements and lead in the recruitment and selection processes
8. Reports to the Head of Patient Transport Services ensuring the efficient and effective management of operational budgets and administration systems.
9. In liaison with the PTS Training managers ensure that all operational staff attend compulsory training. Ensure all staff receive a Performance Development Review and development plans are actioned.
10. To ensure that any issues that may affect service delivery are reported to the Head of Non-Emergency Services in an appropriate and timely manner.
11. Responsible for monitoring locality performance and communicate relevant performance issues to the Head of Patient Transport Services, initiating remedial action as required.

## **Governance**

1. Responsible for ensuring compliance with all Trust Policies, Procedures and any relevant guidance, dealing promptly with any issues that arise. Will put forward proposals to optimise service delivery including changes to working practices or procedures.
2. To be responsible for a state of preparedness in the event of a major incident in conjunction with Resilience and Emergency Planning Department and Business Continuity Department.
3. To evaluate customer satisfaction surveys ensuring service standards are being achieved, take appropriate action where necessary and feedback to commissioners and stakeholders. Continually review the patient experience and identify any deficiencies/gaps within the service



To ensure that the investigation of all complaints and incidents are fully and properly met, personally or by delegation. Keeping within national timescales and ensuring that appropriate action is taken to prevent similar occurrences and that all learning points are implemented effectively and shared across the Trust.

5. To communicate and receive very complex, emotional and highly sensitive information, protecting employee and public relations at all times.
6. To be responsible for ensuring effective Risk Assessment processes are in place to ensure the Health, Safety and Welfare of all and to highlight, isolate, eliminate and/or minimise the identified risks, ensuring they are communicated to all appropriate persons.
7. To participate in the review and revision of relevant operational guidelines when necessary, being responsible for ensuring effective implementation of any revision, or update to establish safe and efficient working practices with staff.
8. Ensure all Caldicott principles of confidentiality in the utilisation and storage of patient identifiable information is managed and adhered to and to protect personal information in line with current legislation.
9. Accountable for the promotion of service improvement within area of responsibility, including the appraisal and implementation of any submissions.
10. Responsible for ensuring effective implementation of any revised, updated or new procedures/equipment and establish safe and efficient working practices with staff.

## **Performance and Information**

1. Accountable for the daily performance of the operational area ensuring maximum efficient and effective use of all resources. To represent the Trust internally when dealing with issues such as Governance and working groups.
2. To monitor and analyse complex operational data taking corrective action, setting clear targets where necessary. Responsible for data cleansing to ensure accurate reporting of KPI's and in conjunction with the system administrator ensuring contract parameters are correct within the bespoke database, liaising with relevant support departments where necessary.
3. To regularly visit relevant hospital departments offer assistance, resolve conflicts and improve working relationships, to negotiate and promote new working practices to deliver service improvements as appropriate.
4. To investigate, gather evidence and present complex disciplinary/grievance/ formal sickness hearings promptly and in line with the Trust's Policies, Procedures and relevant guidance.
5. To be responsible for chairing meetings of large groups of staff, or multi-stranded external agencies to discuss issues, this may be complex or contentious in nature.
6. Responsible for the compliance and maintenance of ISO 9001:2008 standards within the locality



## **Financial Management**

1. Where appropriate be responsible for ensuring invoices / raising of orders are correct and processed accordingly.
2. Delegated budget holder for income and associated expenditure on staff and resources within their area of responsibility. To be responsible for the monitoring of all pay and non-pay expenditure to ensure budgets are kept within the prescribed limits.
3. Delegated budget holder for ECR & urgent journey expenditure and income within their area of responsibility
4. Monitor and measure the use of resources and costs against key performance indicators, inclusive of extra contractual journey checking within specified timeframe
5. Actively participate in managing costs and reducing overheads in line with corporate goals and service objectives, specifically authorising and checking quotations set against invoices for utilisation of private ambulance services
6. Confirm and authorise overtime expenditure within budget
7. Check and authorise staff timesheets, expenses claims and salary returns for payment.
8. Responsible for ensuring that all business change initiatives are delivered on time and within budget.

## **Contract management, Business Development and Transformation**

1. To support the Contracts Manager and Head of PTS in the negotiation of contracts, ensuring contract agreements can be delivered.
2. Responsible for monitoring contract performance against service level agreements in your area and identifying areas for improvement/service development.
3. To attend internal and external meetings, to promote the Trust's policies and services, consistently optimising service delivery, reporting back through appropriate channels.
4. Support the implementation of projects and initiatives as identified by the Head of PTS, engaging with colleagues as well as external agencies
5. Represent the Trust at contract meetings with external stakeholders, supported by the Contracts Business Manager and Head of PTS
6. Contribute to the production of a comprehensive business strategy and project specification including standards and timescales for delivery based on requirements.
7. Develop project briefs and capital plans to improve efficiency and effectiveness of service delivery
8. Through redesign methods, support effective working practices to ensure integration and consistency across services
9. Support the delivery of Cost Improvement Programmes (CIPs) supporting the Trust to maintain financial stability.



Support staff to achieve project goals, resolving any operational/technical issues and ensuring timescales are adhered to

## PART E: GENERAL RESPONSIBILITIES

**Flexibility:** The post holder may be required to work at any of the Trust's sites in line with service needs.

The post holder may be required to undertake such other duties temporarily or on a continuing basis as may reasonably be required commensurate with this role.

**Infection Prevention and Control:** All Trust employees have duties under the "Health and safety at Work etc. Act 1974" which have a bearing on the prevention and control of infection in particular: Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems and maintain their knowledge of infection prevention and control relative to their role.

**Confidentiality, Data Protection, Freedom of Information and Computer Misuse:** All staff must ensure confidentiality and security of information dealt with in the course of performing their duties. They must comply with and keep up to date with Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Every employee is required to keep confidential all information relating to either a member of staff, patient or Trust business.

**Communication:** All staff should be able to communicate effectively with people who use services and other staff, to ensure that the care, treatment and support of people who use services is not compromised.

**Health, Safety, Security and risk management:** All staff are required to adhere to and act consistently with all relevant health and safety legislation and Trust policies and procedures in order to ensure that their own and the health, safety and security of others is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives in accordance with the Trust's risk management strategy and policies.

It is the general duty of every employee to take reasonable care for the Health and Safety of himself and others including the use of necessary safety devices and protective clothing and co-operation with the trust in meeting its responsibilities under the Health and Safety at Work legislation.

**Major Incident:** In the event of a major incident or civil unrest or other potential large scale service disruptions (e.g. Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major



incidents, civil unrest or other potential large scale service disruptions (e.g. Pandemic) and to undertake training as necessary.

**Equality and Diversity:** Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy etc.

**Mandatory, job related training and CPD:** Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in KSF and appraisal.

**Safeguarding children and vulnerable adults:** All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this and your responsibilities can be sought from the Trust's Child Protection Leads.

**No Smoking Policy:** East of England Ambulance Service NHS Trust is a no smoking Trust and all staff must comply with the Trust's no smoking policy.

**Note**

The duties of the post and the job description will be subject to variation from time to time as circumstance require, the above areas of responsibility being a guide to present requirements. Changes will only be made in consultation with the post holder.

This profile is not a definitive document. The post holder will be required to participate in personal development, development reviews and the post will be subject to job evaluation. As the Trust develops, it is crucial that the post holder contributes to the process of organisational development within the Service.

**PART F: STRUCTURE CHART**





**PART G: PERSON SPECIFICATION**

Specification	Essential	Desirable
Qualifications/ Attainments:	<ul style="list-style-type: none"> <li>• Full UK Driving Licence (up to 3 points may be considered dependant on point code)</li> <li>• Must have C1 vehicle category specified on licence.</li> <li>• Qualification to degree level or equivalent experience</li> <li>• CMS (Certificate in Management Studies) level 4 or equivalent (or willing to complete within 24 months of appointment)</li> <li>• Silver Command Course (or willing to undertake within 24 months of appointment)</li> </ul>	<ul style="list-style-type: none"> <li>• Ambulance Care Assistant qualification</li> <li>• Post graduate studies in an appropriate discipline</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Commitment to continuous professional development , evidenced by portfolio</li> <li>• 4 years experience as a line manager</li> <li>• Experience of managing a team of more than 20 staff</li> <li>• Proven track record of direct budget management</li> <li>• Experience of change management and service redesign</li> </ul>	Experience of managing performance to meet contracted specifications
Skills & knowledge	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills</li> <li>• Work unsupervised and demonstrate initiative towards problem solving</li> <li>• Competent in the use Personal Development Plans with staff</li> <li>• Understanding of clinical audit and governance</li> <li>• Understanding of Quality Management Systems and auditing processes</li> <li>• Ability to analyse &amp; interpret data to monitor and improve performance</li> <li>• Excellent interpersonal and organisational skills</li> <li>• Effective delegation skills</li> <li>• Excellent negotiation &amp; diplomacy skills</li> <li>• Ability to manage resources effectively &amp; efficiently</li> <li>• Underpinning knowledge of the</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Cleric IT database</li> <li>• Working knowledge of GRS IT database</li> </ul>





	<p>NHS and its changing nature</p> <ul style="list-style-type: none"><li>• IT literate, with experience of word, excel etc</li><li>• Keyboard skills</li><li>• Safe driving skills to cover geographical patch</li></ul>	
Personal Attributes	<ul style="list-style-type: none"><li>• Self motivated and ability to motivate others</li><li>• Effective decision maker</li><li>• Ability to prioritise workloads and work to deadlines using effective time management</li><li>• Team Player</li><li>• Effective Team Leader</li><li>• Analytical</li><li>• Calm under pressure</li></ul>	



**PART H: JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Date Created:

Created by:

Postholder's signature: