

Matched Job Report

Job Title Leading Operations Manager
Job ID RYC/East - 030
Score 470
Band Band 7
Status Band Matched
Matched To Emergency Services Area Manager

Job Statement

1. Communication & Relationship Skills

National Profile	4a	Profile	4
Factor Status	Matched	Score	32

Relevant Job Information

- Managing on-going relationships with other emergency services and local authorities to maintain collaborative working;
- Engaging with key stakeholders, staff, managers and trade unions to optimise service delivery;
- Managing stakeholders expectations and proactively creating opportunities to improve, change and streamline processes;
- Representing the EEAST in public, and the media, including at major incidents and sometimes in hostile, contentious or distressing situations;
- Responsible for regular engagement events with staff to ensure that the workforce is informed, consulted and engaged in the strategic aims of the Trust.
- Maintain effective communication and timely response to requests of the tactical command team for the Trust.
- Ensuring the effective and timely report of incidents, escalation and communication with the Trust where media sensitive.

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.

Panel Notes

2. Knowledge, Training & Experience

National Profile	5	Profile	5
Factor Status	Matched	Score	120

Relevant Job Information

A degree level of education, or equivalent demonstrable experience

ILM Level 3

Mentoring and clinical supervision experience

Panel Notes

3. Analytical & Judgemental Skills

National Profile	4	Profile	4
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Factor Status	Matched	Score	42
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Relevant Job Information

The role provides operational response to any situation that may present, which may include multi-agency or ambulance support to an incident to provide support to the wider health or emergency service environment, welfare, clinical leadership and capacity management. Essential to the role is the ability to ensure professional standards, policies and procedures are complied with. The role is to provide resolution of issues arising to ensure the efficient use and optimal availability of resource whilst providing a safe level of scene management, welfare and excellence in patient care where incident and live time related or where tasked by managers. This post is an operational incident response (Bronze level) and a Paramedic clinical leadership role

Panel Notes

4. Planning & Organisational Skills

National Profile	3	Profile	3
Factor Status	Matched	Score	27

Relevant Job Information

- Monitoring service delivery so incident and delivery teams are able to respond rapidly and effectively to changes in demand for patient care, working practices, external and internal factors;

Facilitate support schemes for staff

They will contribute to the provision of a 24 hour, mobile clinical supervision and support resource, providing staff with face to face, on-scene clinical support and supervision.

- Being proactive in the production of resource to meet the operational requirements;
- Being responsible when attending incidents to ensuring the appropriate timely care of patients and efficient use of resources.

Panel Notes

5. Physical Skills

National Profile	4	Profile	4
Factor Status	Matched	Score	42

Relevant Job Information

intubation - as a paramedic, advanced incident manager

Panel Notes

6. Patient / Client Care

National Profile	6d	Profile	5
Factor Status	Variation	Score	30

Relevant Job Information

Acts as a paramedic.

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Panel Notes

7. Policy & Service

National Profile	2-3	Profile	2
Factor Status	Matched	Score	12

Relevant Job Information

- Promoting the practice of continuous improvement and learning from experience to provide best practice in resource and people management
- Reviewing and monitoring strategies and plans to keep incident responses and management current to reduce risk, improve service delivery and maintain efficiency; and
 - Challenging current strategies and plans; proactively identifying and implementing improvements at a local level.
 - In liaison with the Assistant General Manager, participate in the review and revision of operational guidelines.
 - Responsible for ensuring effective implementation of any revised, updated or new procedures/equipment and establish safe and efficient working practices with staff.

Panel Notes

8. Financial & Physical

National Profile	2e-3c	Profile	2
Factor Status	Matched	Score	12

Relevant Job Information

All staff must act in a way that is compliant with Standing Orders and Standing Financial Instructions. Funds must be procured in line with EEAST policies, within delegated limits, and used appropriately.

- Optimising the efficiency of service assets – sites, vehicles, technology and demonstrating value for money

The post holder is locally responsible for the support of all clinical, quality, financial, performance, governance, assurance, planning, communication, objective setting and review and key message delivery to staff within the locality.

Panel Notes

9. Human Resources

National Profile	4a	Profile	4
Factor Status	Matched	Score	32

Relevant Job Information

The purpose of the role is to compassionately lead a team of clinicians and other support staff within a defined geographical area in the provision of safe, effective, caring and responsive services of a modern ambulance service in an emergency and health system family.

Leading Operations Managers will provide clinical support, supervision and leadership to staff

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within a dedicated team in their geographical area of operation. They will contribute to the provision of a 24 hour, mobile clinical supervision and support resource, providing staff with face to face, on-scene clinical support and supervision.

- Spend on average, of about 50% of your time station-based supporting a team of staff, specifically:
 - Provide clinical leadership to improve patient and staff outcomes, shared learning and learning from experience and mentoring staff where they see the need;
 - Delivery of Operational Workplace Reviews for the team in line with corporate guidance;
 - Work with staff to improve clinical and operational quality and performance
 - Delivery of appraisals, Personal Development Reviews (PDRs) and Personal Development Plans (PDPs) annually to all eligible staff within the team;
 - Managing performance improvement of staff within the team;
 - Managing absence and absences in line with objectives provided.
 - Meeting and improving key performance, quality and personal targets contributing to the achievement of the service plan.
 - Improving employee satisfaction results as measured by the staff survey, notably engagement and communications.
 - Improving staff retention, attendance and operational performance.
- Being a role model of positive, inspirational and highly visible leadership; demonstrating the Service's values and adapting communication and style to match the situation and people;
 - Communicating key messages to staff;
- Developing a cadre of staff to work at stadia / events etc through fair, open and transparent process;
- Conducting investigations relating to disciplinary, grievance and performance in line with Trust policy and procedures;
- Manage and successfully resolve workplace conflict incidents keeping accurate and timely records of interventions, decisions, actions, and outcomes;
- Use a range of communication skills to support, direct and where necessary instruct staff to deliver their duties in line with Trust policies and procedures;
- Providing support for the planning and delivery of Professional Updates and Personal Development reviews for all staff within the area of operation.
- Providing first line support to colleagues and ensure that support is put in place as necessary in line with the wellbeing strategy and available support services.
- Being responsible for the improvement of morale, wellbeing, attendance and performance of staff within the sector and maintain a professional accountable environment.
- Undertaking clinical supervision and 'one on one' working with all grades of clinician to ensure Trust quality, safety and performance are met.
 - Managing poor performance of staff members in line with Trust policy and procedures;
- Supporting and delivering operational change that may be resisted by, and unpopular with staff and/or stakeholders;
- Completing staff appraisals to the required deadlines and supporting the implementation of personal development plans;
- Monitor and maintain an overview of sickness absence in the team and support the Assistant General Manager in day to day management of absence in order to ensure the needs of individuals are met to facilitate an appropriate and timely return to work;
 - Actively manage staff sickness in line with the managing attendance policy, up to and including the informal warning stage;
- Carry out formal appraisals with team members in line with the appraisal policy, identifying strengths and areas requiring development. This will include all grades of clinical staff within the organisation e.g intern and Apprentice Paramedics;
 - Undertake responsibility for ensuring all team members have the correct uniform and equipment available at all times.
 - To facilitate support programmes for staff i.e. mentorship schemes,

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Panel Notes

10. Information Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	4

Relevant Job Information

no evidence of report writing or production so level 1 applies

Panel Notes

11. Research & Development

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

Occasionally participates

Panel Notes

12. Freedom To Act

National Profile	4	Profile	4
Factor Status	Matched	Score	32

Relevant Job Information

The post holder will need to be capable to undertake all roles at Operational (Bronze) level until relieved.

Ability to consider, decipher and interpret multiple sources of information in real time to make informed judgements and decisions without reference to others.

The role provides operational response to any situation that may present, which may include multi-agency or ambulance support to an incident to provide support to the wider health or emergency service environment, welfare, clinical leadership and capacity management. Essential to the role is the ability to ensure professional standards, policies and procedures are complied with.

Panel Notes

13. Physical Effort

National Profile	3c-4c	Profile	4
Factor Status	Matched	Score	18

Relevant Job Information

Undertake duties as part of a ambulance crew

Panel Notes

14. Mental Effort

National Profile	3a	Profile	3
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Factor Status	Matched	Score	12
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Relevant Job Information

part of ambulance crew, responding to incidents both planned and unplanned

Panel Notes

15. Emotional Effort

National Profile	4b	Profile	4
Factor Status	Matched	Score	25

Relevant Job Information

Nature of the role to respond to incidents

Panel Notes

16. Working Conditions

National Profile	4ab	Profile	5
Factor Status	Variation	Score	25

Relevant Job Information

ambulance work

Panel Notes

Crosscheck Report

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Job ID	RYC/East - 030
Score	470
Band	Band 7
Status	Band Matched

Job Profile Summary

1. Communication & Relationship Skills	Level 4
2. Knowledge, Training & Experience	Level 5
3. Analytical & Judgemental Skills	Level 4
4. Planning & Organisation Skills	Level 3
5. Physical Skills	Level 4
6. Patient / Client Care	Level 5
7. Policy & Service	Level 2
8. Financial & Physical	Level 2
9. Human Resources	Level 4
10. Information Resources	Level 1
11. Research & Development	Level 1
12. Freedom to Act	Level 4
13. Physical Effort	Level 4
14. Mental Effort	Level 3
15. Emotional Effort	Level 4
16. Working Conditions	Level 5

There are no Crosscheck anomalies for this job.