

## Job Description

### 1. JOB DETAILS

Job Title:	Business Manager, LEGION (Laboratories, Engineering, Gynaecology, Imaging, Obstetrics & Neonatology)
Grade:	AfC Band 8a
Responsible to:	Operations Director, LEGION
Reports to:	Operations Director
Location:	Sheffield Teaching Hospitals NHSFT

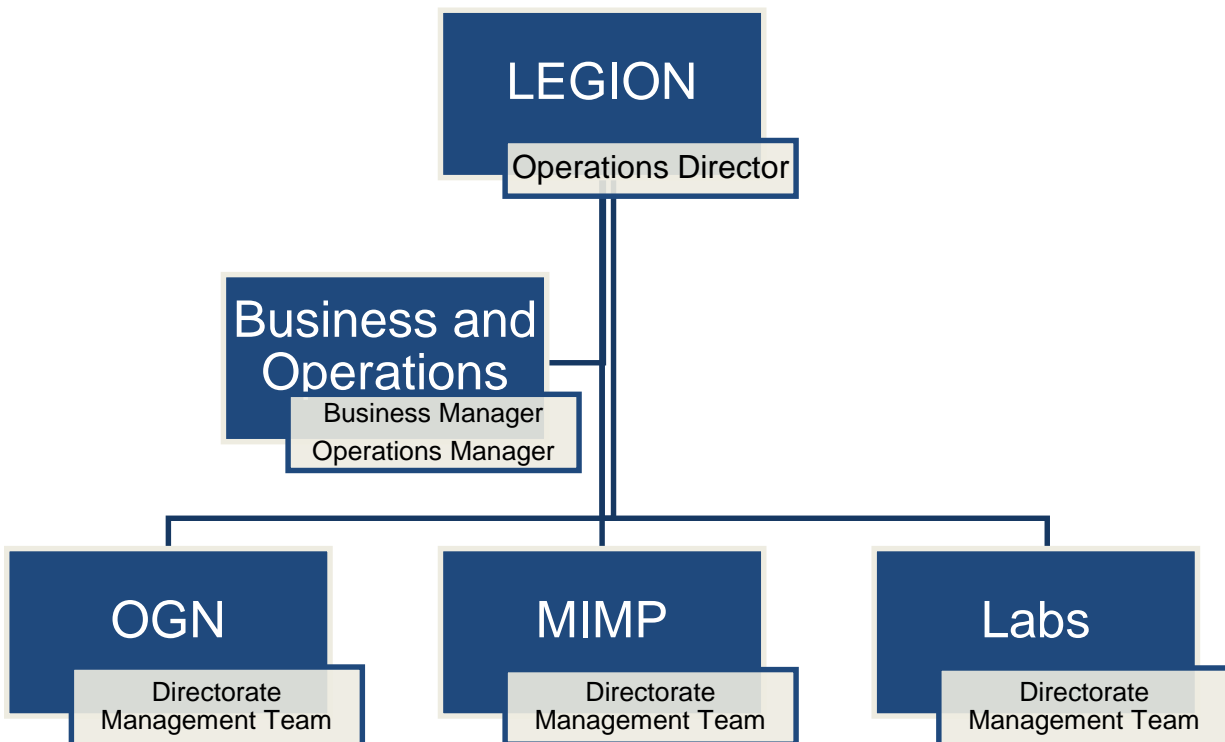
### 2. JOB PURPOSE

- a) The post-holder will have delegated business management responsibility for directorates within LEGION
- To be responsible for monitoring directorate performance against annual business plans & to advise the Directorate Executive Teams accordingly, producing reports and developing business cases as required
  - To be responsible for the production of business cases
  - To be responsible for contracting and marketing of services to both NHS & commercial service users and providers
  - To lead on the development & implementation of a commercial strategy for MIMP (Medical Imaging & Medical Physics) and to oversee commercial and business plans within OGN (Obstetrics, Gynaecology & Neonatology)
  - Maximise income and margin from existing and new customers
  - Undertake market analysis to identify key trends, opportunities and areas of threat
  - Provide a robust approach to initial commercial decisions, and provide oversight of these as they are developed
  - Increase market share related to the existing business model
  - Develop a strategy for entry into new markets and look to expand in growing markets
  - Act as a centre of expertise for LEGION, advising on commercial decisions
  - Develop and implement an approach to relationship management with customers
  - Explore and develop opportunities for strategic partnerships, including with healthcare industries
  - Represent Directorate commercial activities at national events
- b) To co-ordinate, maintain and develop, in conjunction with the relevant IT colleagues, the information systems required to ensure the integrity of income streams, business plans and service development

- c) To be the responsible lead for the management of staff and the functions associated with:
- Service level agreements and client relationships (Local, Regional and National)
  - Tendering Processes for new and current work
  - Directorate Business and Invoicing systems: Monthly invoice requests and income monitoring
  - Directorate activity and financial information in assisting the service planning processes
  - Directorate Marketing and Business Intelligence function
  - Research & Development financial monitoring in conjunction with the Directorate Research Co-ordinator, the Trust Clinical Research Office and the Research Finance Teams
- d) To be the responsible Lead for the negotiation of pricing arrangements with existing and new customers, working in collaboration with Service Leads
- e) To work with the Directorate Executive Team in identifying resources required for Clinical Developments across the directorate and assist in business case development
- f) To work with the Directorate Executive Team to ensure that the business and financial systems within the Directorate are consistent with Trust policies and that procedures are in place to achieve compliance with the financial corporate and clinical governance standards required by the Trust
- g) To maintain high standards of professional conduct when interpreting and implementing Trust policies and procedures as required for the Business and Quality systems of the Directorate
- h) To work with the Directorate Governance Team to ensure compliance with Directorate, Trust and DH Policies, and ensure that they are considered within the Business Planning Framework and development of cases
- i) Ensure systems are in place such that all business planning data is collated efficiently within the assigned time and in accordance with established protocols to the required standards
- j) Create, maintain and review Standard Operation Procedures (SOPs) related to directorate business procedures. This will include writing and authorising SOPs electronically using document control procedures
- k) Maintain oversight of purchasing and delivery plans to ensure procurements are in line with agreed plans and within timescales
- l) Lead the contract negotiation process in conjunction with the Directorate Executive with Commissioners and other purchasers of the service. To include dissemination of extremely complicated and specialised data relating to changes in service delivery to internal and external service users e.g. STH Consultants, CCG's and other NHS Trusts and Commissioners
- m) Ensure the integration, development, implementation and maintenance of effective systems for contracting, financial reporting and monitoring of performance against targets
- n) To ensure proactive systems are in place for the identification of all income streams to the Directorate
- o) To take an active role in conjunction with the Directorate Executive and Trust Commercial Team in tender preparation and submission

- p) Participate in the Directorate’s business planning process being accountable for the direct delivery of planning data and business cases as required by the Directorate
- q) To stimulate and actively participate in Audit and Service Development in the Directorate and areas of special responsibility in order to support development of ideas and take these forward into development of commercial links/business cases where necessary
- r) To provide strong managerial and professional leadership and advice within a climate of change
- j) To promote, maintain and resource a high standard of relevant education and training for staff and self
- k) Develop and implement policies for contract monitoring, contract sign off and strategies for mitigation of business risks
- l) Use customer feedback to improve and refine business processes and develop new opportunities
- m) Liaise with external consultants as required
- n) Take responsibility for self-development in areas of relevant knowledge gaps

**4. LEGION OPERATIONAL MANAGEMENT OVERVIEW**



## **5. MAIN DUTIES AND RESPONSIBILITIES**

1. Manage the business support provision to the Directorate Executive & Lead Managers including the provision of statistical activity, business and financial information as required
2. Develop and manage the commercial activity of the directorate, developing business opportunities and monitoring & co-ordinate responses to tenders
3. Monitor progress towards the goals of Directorate Business Plans on behalf of the Directorate Executive & report monthly
4. Manage the provision and development of financial systems
5. Participate in the tendering processes that are required to bid for new business and associated income and maintain, monitor and develop current sources of income. This will include participation in the narrative responses to the tender, review of the pricing arrangements, liaison with the Accountancy Team, presentation to the Finance Director and formal presentations to the potential new Clients as required
6. Manage, monitor and supervise all staff for which the post-holder has responsibility
7. Work with the Directorate Executive and Service Leads to draft business cases for submission to the Business Planning & Capital Investment Teams
8. Ensure the efficient issue of invoices, backing information and data collection for income projections, as required by the Trust financial regulations, in accordance with agreed Directorate procedures
9. Monitor the income of the Directorate from all external sources and provide Directorate support for the contract monitoring requirements of the Trust
10. Responsible for ensuring that procedures are in place to monitor and recover all outstanding debts owed to the Directorate(s) in line with Trust policies
11. Collation of data and reporting of information to assist in the business planning process in conjunction with Section Managers
12. In collaboration with IT colleagues where appropriate, develop the financial systems of the Directorate in line with the Financial systems of the Trust in order to provide complex statistical and financial data as required
13. Negotiate with Users to develop, establish and monitor service level agreements
14. To be responsible for reporting errors and incidents relating to the business function to the Quality Management System and propose areas for the continual improvement arising from the need for corrective and preventative actions
15. Investigate complaints relating to directorate business & invoicing activities as required by the Directorate Executive Team
16. Support the Directorate Executive by providing detailed costs and appropriate paperwork for all business related enquiries
17. Create, maintain and review Standard operating Procedures (SOP's). This will include writing SOP's electronically using the document control procedure
18. To deputise for the Operations Director in appropriate forums as required

## **6. FINANCIAL MANAGEMENT RESPONSIBILITIES**

1. Authorised signatory – all directorate finance codes up to £5,000
2. Ensure all invoices are collated and processed efficiently within the assigned time and in accordance with established protocols to the required standards
3. Maintain the financial systems of the Directorate in line with the financial systems of the Trust in order to provide complex statistical and financial data as required

4. Assist the Directorate Executive and in conjunction with, the Group Finance Manager, in agreeing an annual financial plan including cost improvement targets for the Directorate.
5. To plan and oversee on a monthly basis the reporting of the annual P&E (Productivity & Efficiency) plan and support the Directorate Executive in developing and delivering the plan on an annual basis
6. Manage the agreed delegated level of financial and staff resource in order to deliver the required service. Inform the Directorate Executive of any threats to that target, which are outside the control of the Directorate

## **7. HUMAN RESOURCES MANAGEMENT RESPONSIBILITIES**

1. To provide line management for the delegated staff
2. Plan, coordinate and supervise the work of delegated staff in agreement with the Operations Director and according to the demands of services
3. Assist in staff recruitment
4. The post holder will be involved in establishing tender teams for agreed commercial development projects. This will support initial set up and will include supporting HR elements of this process in conjunction with Directorate teams, and provide a professional leadership role

## **8. ASSET MANAGEMENT RESPONSIBILITIES (i.e. stock, equipment, buildings)**

Ensure good ordering and maintenance of supplies of materials for the Directorate Management function to ensure continuity of Service

## **9. WORKING RELATIONSHIPS (please identify the main personnel with whom the post holder will be required to communicate with and advise internally and externally)**

### **a) Communicate with:**

Establish and maintain effective communication channels with:

#### **Directorates**

- Operations Director
- Clinical Directors
- Scientific Director
- Nurse Director
- Group Finance Manager
- Group HR Business Partner
- Directorate Management Teams
- Directorate IM&T Staff
- Directorate Research Leads
- Lead Managers within Directorates
- Clinical Lead

- Project/Programme Leads as assembled

**Other within STH**

- STHFT Commercial Lead
- STHFT Service Development Staff
- STHFT Clinical Research Office

**External to STH**

- Commissioners including Primary Care, PHE & NHS England
- Service users including NHS & Private Healthcare Providers
- Commercial Organisations
- Patients – where appropriate

**b) Provide advice to:**

- Clinical/Scientific Directors
- Operations Director
- Directorate Management
- Clinical Heads of Service within the Directorate
- All staff within Directorate
- Group Management colleagues
- Admitting Directorate colleagues
- External agencies as required (in particular, Commissioners)
- Commissioners including Primary Care, PHE, NHS England

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**We are committed to our responsibilities under the Equality Act 2010 and encourage equal opportunities, diversity and flexibility within our workforce**

## Person Specification

<b>Department:</b>  <b>LEGION</b>  Location: <b>STH</b>  Drawn up by:	<b>Job Title:</b>  <b>Business Manager</b>  Grade: <b>8a</b>  <b>Paula Bailey &amp;</b>  <b>Martin Peacock</b>	<b>Permanent</b> ✓  Fixed Term Temporary  Bank	<b>Weekly Hours:</b>  <b>37.5</b>
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<b>Shortlist</b>	<b>Essential</b>	<b>Additional/Useful</b>
Criteria relevant to the job	Requirements necessary for safe and effective performance in the job	Where available, elements that contribute to improved/ immediate performance in the job
<b>Qualifications</b>  (General education/further and professional)	Business Management Post Graduate Diploma or equivalent level of qualification or combination of relevant qualifications and demonstrable experience  Evidence of short courses or demonstrable experience in Microsoft Office suite with specific intermediate skills in excel spreadsheets  Significant demonstrable experience / short course in range of HR courses; Conducting Appraisals, Recruitment & Selection Training, Performance Management etc	
<b>Experience</b>  (Previous/current work or any other relevant experience)	Excellent Leadership skills  Staff supervision  Effective communication skills  Able to lead on marketing & business strategies for the Directorate Experienced in customer relationship management	Able to demonstrate expert skills, experience & achievements in business management including budget planning, financial flows & commissioning.  Understanding of business of a clinical service directorate  Understanding of the healthcare commercial sector Experience of strategic partnership development  Awareness of grant funding opportunities

		<p>Previous experience of tendering for services</p> <p>Previous experience of applying for grant funding</p> <p>Experience of using a wide range of NHS systems</p>
<p><b>Further Training</b></p> <p>(Specialist/Management previous job training)</p>	<p>Excellent IT skills &amp; experience</p>	
<p><b>Special Skills/Aptitudes</b></p> <p>(Verbal, numerical, mechanical)</p>	<p>Able to understand complex, sensitive or contentious information &amp; communicate with colleagues including Medical, Paramedical &amp; Scientific staff as well as those in Finance &amp; Commissioning</p> <p>Excellent interpersonal skills &amp; able to work within a multidisciplinary team, establishing effective relationships within the Directorate, Group &amp; Trust as well as with customers &amp; suppliers</p> <p>Able to communicate &amp; make presentations to groups at Directorate, Group, Trust, Customer &amp; Supplier levels</p> <p>Good negotiation skills</p> <p>Able to evaluate complex demand, capacity, activity &amp; financial data &amp; determine resource requirements for service provision</p> <p>Able to develop strategies for contracting &amp; income recovery</p> <p>Able to develop high levels of highly specialist knowledge to enable interpretation of a range of complex data from all sources</p>	<p>Able to use emotional intelligence when operating at the NHS/commercial interface</p>
<p><b>Other Factors</b></p>	<p>Self-motivated &amp; able to work to deadlines</p> <p>Good organisational skills</p>	



Signed: Paula Bailey

Date: 18 – 07 - 2016

THIS FORM TO BE RETURNED TO THE HUMAN RESOURCES DEPARTMENT FOR  
MONITORING PURPOSES