**JOB DESCRIPTION**

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| **Title:**  | Divisional Service Delivery Manager **(Non-Clinical)** |
| **Responsible to:**  | Executive Partner  |
| **Accountable to:**  | National Central Business Support Team  |
| **Hours:**  | Full Time  |
| **Salary Scale:**  | Up to £57k WTE per annum  |
| **JOB ROLE/PURPOSE:**  |
| The Divisional Service Delivery Manager (Non-Clinical) will provide high level management support to Modality Partnership AWC Division. The postholder will be a key team member, working closely with the Executive Partner and Board to ensure the smooth running of the division through an operational lens utilising a range of management skills which will be required to support the partnerships strategic aims whilst being resourceful in ensuring support is given to the wider team to complete tasks. The postholder has operational responsibility for all non-clinical operations ensuring the smooth and effective management of the division and will contribute to the wider Modality Group.  |
| **KEY DUTIES AND RESPONSIBILITIES:**  |
| * To work with and support the Executive Partner and Divisional Board as a key member of the Divisional Senior Management Team.
* To be responsible for the operational management of Patient Service Managers, Clinical Support Manager and Executive Assistant to the Executive Partner to ensure, through effective delegation, that the day-to-day running of these functions is carried out effectively and efficiently. This includes the management of leave & performance, undertaking effective appraisals in line with the Modality PDR process, induction and on-boarding and ensuring mandatory training and core training is completed in a timely manner.
* Monitor and highlight financial, contractual and other risks to the Divisional Board and contribute to developing contingency plans as required.
* Responsible for the achievement of financial KPIs and timely internal and external finance, HR, contracting submissions.
* Ensure that best practice is developed and delivered across the Division, driving key non-clinical service developments and improvements.
* To ensure alignment with the National Central Business Support Team, seeking support from National Central functions, working together to drive group-wide initiatives locally
* Work in partnership with Divisional and Practice Leads to ensure that governance and (CQC) and compliance standards are implemented, team priorities are aligned, and resources are managed effectively.
* Identify and implement ways of maximising income and ways of reducing/controlling expenditure (achieving key financial targets).
* To be responsible for non-clinical rota and zero hours / agency staff oversight ensuring safe staffing levels.
* Oversee and implement key projects / initiatives across the Division in a timely manner; working with teams to engage, train, implement and evaluate.
* To be responsible for managing the NHS contracts on behalf of the Division.
* To produce and present reports, using data analysis and performance audits.
* Engage with key stakeholders across multi-professional groups, both internal and external to the organisation, building relationships and enabling the strategic development of the network.
* Attend, contribute to, and action outcomes from Group, Divisional and Practice-based meetings; chairing meetings as appropriate.
* Support the development and implementation of locality agendas.
* To undertake any duties not listed above yet commensurate with the scope of the role as requested and appropriate.

NB: This job description outlines the key duties that are expected of you within the role although is not an exhaustive list. It may be amended in line with experience, business requirements and as a result of any future organisational change. |
| **OTHER RESPONSIBILITIES:** |
| **Health and Safety*** To comply with the Health and Safety at Work etc. Act 1974
* To take responsibility for his/her own health and safety and that of other persons who may be affected by his/her own acts or omissions.

**Equality and Diversity** * To carry out at all times his/her responsibilities in line with the Equal Opportunities Policy and Procedure.

**Risk Management and Clinical Governance*** To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives.

**Confidentiality*** To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the Data Protection Act 1998 and Caldicott Guardian. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**General** * To undertake any other duties commensurate with the role, within the bounds of his/her own competence.
* To work across Modality sites as required.
* To work flexibly to accommodate evening meetings as required
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| **KNOWLEDGE, SKILLS AND ABILITIES:** |
| **Experience:*** Minimum 5 years’ experience of operational management
* Minimum 5 years’ experience of project management and/or implementation
* Experience of developing and leading a continuous improvement culture that delivers ongoing improvements in terms of efficiency, effectiveness and income generation.
* Minimum 5 years’ experience of working in Health setting.

**Skills:*** Highly Skilled in MS applications including Outlook, Excel and Word and other related software packages.
* Experienced with clinical systems i.e. S1
* Knowledgeable about different healthcare and population management software.
* Track record of success in leading and managing projects and change.
* Ability to analyse complex data and situations and developing a range of options/solutions to any problems identified.
* Ability to influence and negotiate at a senior level while maintaining positive relationships with key stakeholders.
* Ability to manage multiple projects simultaneously and prioritise effectively while meeting deadlines.
* Able to work well under pressure and deliver to tight timescales.
* Well organised and able to manage multiple competing demands.
* Excellent verbal and written communication skills to individuals at all levels within and outside of the organisation.
* Ability to communicate effectively at all levels of the organisation.
* Ability to effectively deal with difficult situations.
* Strong work ethic as part of a team and working on own initiative.

**Knowledge:** * Educated to Postgraduate / Degree Level or equivalent experience.
* Prince2, LEAN or other project management qualification.
* Deep understanding of NHS strategy and direction and the implications and opportunities for General Practice

**Personal Qualities:** * Able to work well under pressure and deliver to tight timescales
* Well organised
* Flexibility of working hours/able to work at desired times
* Excellent verbal and written communication skills to individuals at all levels within and outside of the organisation
* Strong influencing, negotiating, networking and decision-making skills
* Ability to effectively deal with difficult situations.
* Able to influence staff positively at all levels
* Strong work ethic as part of a team and working on own initiative
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| **VALUES** |
| Modality Partnership uses a range of tools including values-based interviewing to select the best candidates for our organisation. Candidates will be expected to demonstrate they share our organisational values.**Commitment**This value radiates through our day-to-day care for our patients and to our team members. We work with dedication and enthusiasm to deliver the best quality care possible. To us, excellent quality means putting passion into our work and we always strive to do our very best. At the end of the day, being committed to our work means being committed to each and every one of our patients and team members.**Accountability**We all have willingness to take responsibility for our own actions. Our work means we need to be accountable for what we do and how we do it. We have a duty of care to each and every one of our patients and team members and we make sure we do this by upholding this value in everything we do.**Respect**Respect is of paramount importance in all we do. We maintain our patient’s dignity at all times and support our team to do the same in their professional practice. We believe respect is mutual with our patients and team members. We treat one another with compassion and empathy.**Excellence**We strive to exceed the expectations of all our patients by committing to deliver excellence in quality and outcomes for all of our patients and by educating them about their health and empowering them to become partners in their own healthcare. |
| **STATEMENT** |
| This job description will be agreed between the jobholder and the Executive Board to whom they are accountable. This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder in line with experience, changes and developments. |