JOB DESCRIPTION

Job Title: **Director of Business Operations**

Main Place of Work: Cobalt Imaging Centre, Cheltenham

Responsible to: Chief Executive

Accountable to: Chief Executive

Job Purpose:

Senior Leadership Team member, with responsibility for the leadership, management and performance of the non-clinical patient pathway staff including the cross-Cobalt enabling functions of IT and Estates.

Leading, managing and developing the business processes that enable clinical operations; this includes staff functions, infrastructure, enabling IT, and ensuring organisational resilience.

Working closely with the Director of Clinical Operations to drive service improvement for the benefit of Cobalt patients while simultaneously ensuring a positive and rewarding staff environment.

Leading the development, implementation and monitoring of the business operations elements of Cobalt's strategic plan, ensuring services, infrastructure and resources support the Charity's long-term objectives.

Ensuring business operations governance and quality controls are in place including CQC compliance, health and safety, environmental sustainability, information governance, cyber security and risk management. Working in conjunction with Director Clinical Operations as required.

Support the development and implementation of new services, partnerships, and operational activities

Line management

Leading and managing the non-clinical support functions including Bookings, Reception, Medical Secretaries and cross charity support functions such as IT and Estates, ensuring effective staff deployment.

Key Relationships

Cobalt staff teams, third party providers, including contractors, service providers, rapid access clinicians and radiologists.

Key areas of responsibility will include:

Operational Duties

- As part of the senior leadership team help develop and implement the Charity's strategic plan with a focus on quality and operational efficiency and effectiveness;
- Working with Senior clinical colleagues to lead the development and delivery of the departmental strategies, operational plans and objectives for the non-clinical support functions, ensuring effective coordination between teams and a streamlined approach;
- Leading and managing the non-clinical support functions including Bookings, Reception, Medical Secretaries and cross charity support functions such as IT and Estates, including day to day line management, ensuring appropriate staffing levels and effective deployment, setting the strategic direction, objectives and managing performance expectations, training and development and an effective business continuity plan is in place;
- Innovating the non-clinical support functions, working collaboratively across the charity to ensure the delivery of effective support services, governance and regulatory standards;
- Lead the identification, assessment and mitigation of operational risks, ensure business continuity and organisational resilience;
- Leading initiatives to improve patient experience, workflows and operational efficiency, including the systems and processes in place, promoting environmentally sustainability;
- Working with the IT Managers to oversee the implementation of the IT strategy and ensure effective IT systems, hardware and support for the Charity in line with business needs and data and cyber security measures, including ensuring ongoing resilience, service improvements, project support, risk management and compliance;
- Overseeing digital transformation initiatives and the adoption and/or utlisation of healthcare information systems technology solutions that improve the patient experience, workforce and operational efficiencies and service development, ensuring effective governance and risk management, business intelligence and analytics;
- Overseeing the Estates function, including the outsourced cleaning contract and other contracted services, ensuring an appropriate and safe environment is maintained for all staff, patients and visitors, ensuring health and safety standards are met;
- Overseeing and ensuring service level agreements are in place with third party providers and that services and equipment is maintained, serviced and monitored, including for the BMS, alarm systems, lifts, and equipment.
- Ensuring that health and safety checks are in place, and audits and risk assessments are carried out.
- Providing strategic and operational oversight and management of the grounds, buildings and non-clinical assets, including estates planning, maintenance, facilities, non-clinical capital investment projects, effectively liaising with colleagues and external partners and ensuring environmental management and sustainability measures are met;
- Budget management, including capital expenditure, undertaking procurement exercises and negotiating non-clinical contracts to ensure value for money, compliance and quality;
- Producing business cases and supporting documents as required;

- Ensuring compliance, supporting with policy implementation, audits, inspections, ISO and other accreditations, and preparing and presenting operational reports, improvement plans and business cases as required;
- Ensuring business continuity plans and disaster recovery plans are in place to ensure service resilience is maintained;
- Establishing, monitoring and analysing KPIs, service level agreements, operational data and metrics, making recommendations and developing improvement plans and implementing actions where needed;
- Building and manage effective relationships with partners, suppliers, contractors and other third parties to support Cobalt, monitoring service level agreements and ensuring performance quality and value for money
- Demonstrate leadership through high personal standards to drive the organisational culture, promote diversity and inclusivity and encourage the development of teams and individuals
- Undertake any training and continuing professional development as required for the role
- Part of senior manager response team out of hours
- Any other duties in accordance with the level of the role

Specific Duties

- SIRO
- Non-clinical procurement, tendering for and monitoring against relevant Cobalt business operations contracts and capital development projects.
- Attendance at Board Meetings and sub-committees as required, preparing reports and presenting operational performance, risks, performance against KPIs and improvement initiatives;
- Along with Director of Clinical Operation representing and promoting Cobalt externally, deputising for the CEO as appropriate
- Ensure the non-clinical support business functions fully comply with the standards set by CQC and other relevant professional bodies
- To lead and manage in a way that meets professional standards
- To proactively manage risk
- To support and deliver effective communications within and across the departments, and to external providers and suppliers
-

Management of Resources

- To ensure that all budgets and non-clinical capital projects are proactively managed, taking any actions to ensure the delivery of agreed financial targets.

Teamwork

This will involve:

- Working collaboratively with other departments within Cobalt
- Taking an active part in team meetings
- Championing the professional integrity of the organisation
- Adhering to corporate policy and procedure
- Advising and mentoring staff members, particularly junior staff members

Confidentiality

Under no circumstances either during or after the end of your employment (however it is terminated) may you divulge to any unauthorised person confidential information relating to the Charity. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Data Protection

If required to do so, to obtain, process and/or use information held on computer or other IT system in a fair and lawful way. To hold data only for specific registered purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

DBS Disclosure

All appointments are subject to a satisfactory initial DBS check by the Disclosure and Baring Service and satisfactory repeat checks, carried out in line with the policy in force at the time. Failure to disclose any convictions or cautions may result in the withdrawal of the post or termination of contract.

Equality and Diversity

It is the responsibility of all employees to support the Charity's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

Health & Safety

In addition to any responsibilities specified within your job description above, it is your duty to:

- Take reasonable care of the health and safety of yourself and of the other people who may be affected by actions and omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Infection Control

Make themselves aware of their responsibilities for infection prevention and control. Co-operate with the employer in ensuring that all infection prevention and control policies and procedures are complied with. Conduct hand hygiene in accordance with Cobalt policy, challenging those around you who do not.

Information Governance

You should be aware of all information governance policies and procedures, in order to ensure necessary safeguards are upheld for the appropriate use of patient and personal information.

Personal Development

You are required to participate in the organisation's annual appraisal scheme. The end of year appraisal will include a personal development review where progress made over the last year is discussed and agreed. Focus on the following year's departmental and personal objectives will be identified, discussed and agreed.

You are expected to maintain competency, learning new techniques and technology as required and retain records of continuing professional development (CPD) to ensure continuity of membership to your professional organisation.

All staff are encouraged to participate in training/activities that will help develop their wider skills and assist them in managing their personal welfare and be attentive to the welfare of colleagues.

Completion of Cobalt Health's mandatory training programme.

The Environment and EMS

Cobalt is committed to protecting the local and global environment and supporting the development of the concept of sustainable healthcare. To help achieve these aims Cobalt has developed an Environmental Management System (EMS) to proactively manage the charity's impact on the environment, and you have a crucial role to play within this. In addition to attending training and any responsibilities specified within your job description above, you are required to familiarise yourself with Cobalt's EMS and policies, to understand and contribute to the achievement of Cobalt's environmental objectives and targets, and to provide feedback through line management or CSR Champions.

This is an outline of the post-holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Charity.

This post is subject to the terms and conditions of employment of Cobalt Health.

Person Specifications

Qualifications and Training	Essential	Desirable
Educated to degree level or equivalent professional experience	✓	
Evidence of continuing professional development	✓	
Project management qualification – PRINCE2 or equivalent		✓
Relevant professional or post graduate qualification (for example Buildings, IT, Health and Safety)		✓
Leadership qualification (ILM, CMI, MBA or equivalent)		✓

Knowledge and experience	Essential	Desirable
Proven senior management experience at a strategic level within a healthcare, charity or regulated environment		✓
Leadership and management at a senior level of multi-disciplinary teams, leading operational services and change management within a complex organisation	✓	
Understanding of clinical and non-clinical activities within healthcare		✓
Strong understanding and proven application of risk management, governance and regulatory compliance	✓	
Experience of healthcare information systems to manage clinical, administrative and financial operations including analytics and business intelligence		✓
Experience of managing projects, leading service improvements and quality initiatives	✓	
Effective implementation of change and change management plans	✓	
Knowledge of IT infrastructure, implementing and overseeing IT projects, cyber security, and aligning IT developments with wider charity objectives	✓	
Commercial and financial acumen, including responsibility for budgets, operational performance and preparing for inspections, audits and assessments	✓	
Experience of managing supplier and service contracts and relationships	✓	
Experience of developing business functions	✓	

Skills and abilities	Essential	Desirable
Ability to lead teams to achieve quality outcomes, key KPIs and improve through operational change	✓	

Strong people management skills, including the ability to lead teams, manage performance, motivate, develop, engage and retain staff	✓	
Strategic planning	✓	
Analytical and problem-solving and innovative approach	✓	
Excellent communication and relationship management skills, able to articulate complex information and operational issues and solutions to a range of stakeholders	✓	
Ability to present complex information to senior leadership team. Trustees and external stakeholders	✓	
Project management including scoping new projects, working with and through third parties to deliver	✓	
Sound financial knowledge, including ability to make sound financial decisions and recommendations, and effectively manage operational and capital budgets	✓	
Ability to influence and make decisions	✓	
Excellent organisational skills, able to effectively prioritise and manage conflicting deadlines	✓	
Sound decision making skills and emphasis on performance and delivery	✓	

Personal attributes	**Essential**	**Desirable**
Support the values, ethos and mission of the Charity	✓	
Strategic Thinker	✓	
Trustworthy, honest, acting with personal integrity	✓	
Highly Organised	✓	
Collaborative and inclusive approach	✓	
Patient focussed	✓	
Proactive, flexible and adaptable	✓	
Resilient and adaptable, able to effectively manage pressure and maintain quality and compliance	✓	
Able to delegate tasks with appropriate levels of authority	✓	
Commitment to continuous improvement	✓	