

Job Description

Job Title:	Service Delivery Manager
Band:	7
Location:	Stella House, Newcastle (home working may be required for a period of time due to the current COVID-19 pandemic). The flexibility to combine home and office-based working will be required.
Service area:	NHS Workforce Recruitment Services

Job Purpose:

Working with colleagues at all levels across the NHS Workforce Recruitment Services, NHSBSA colleagues and external suppliers to ensure that all operational and service objectives are delivered on time and within budget. Accountable for making sure KPI's are achieved; whilst ensuring the service works towards common goals and that NHS Workforce Recruitment Services are effectively delivered.

Provide clear leadership, being able to act as a change catalyst by demonstrating flexibility and agility, influencing others to think and work collaboratively, ensuring any change is introduced at pace in a positive manner playing a key role in creating sustainable improvements in performance and service delivery.

In this role, you are accountable for:

1. Supporting and reporting into to the Senior Service Delivery Manager.
2. Taking a lead role in managing and delivering day to day activities.

3. Working directly with external suppliers and internal departments to ensure performance is delivered against KPI's as agreed.
4. Managing direct reports and ensuring their ongoing wellbeing and training needs are met. Setting clear objectives and carrying out regular ORO reviews in addition to developing and coaching to assist in delivery of business and personal objectives.
5. Demonstrating support and guidance to direct reports through the full application of supporting tools and policies in place – HR planning, Absence Management policy etc.
6. Delivering operational objectives through performance management of direct reports, internal and external suppliers and process improvement projects.
7. Demonstrating clear leadership and management skills and the ability to influence and persuade others and leads teams in the delivery of business objectives and strategy.
8. Acting as a management sponsor at local or national level focus groups. Creating and owning the required structure, project brief and framework. Ensuring that best practice is highlighted and shared across the organisation.
9. Participating in the procurement process when new technology or changes to systems are required. This may involve assisting with the specification or requirements and research.
10. Working with the communications lead to ensure we are working towards common goals and by providing information for press releases, newsletter articles and NHS Workforce Recruitment Services in-system latest news articles.
11. Assuming responsibility for recruitment of new team members, when directed to do so.
12. Ensuring operational budgets are planned, monitored and adhered to
13. Applying knowledge and expertise to support the delivery of NHS Workforce Recruitment Services campaigns and projects in line with strategic direction.
14. Working with external stakeholders and having an in-depth knowledge of the potential impact of NHS Workforce Recruitment Services on the wider NHS system.
15. Awareness of policy changes and considering the impact of these on NHS Workforce Recruitment Services, working with relevant parties to ensure compliance.

16. Providing input for long term plans and activities in line with Corporate Business plans and Strategy. Ensuing progress is made, as per the plan, and instigating mitigating and corrective actions where required.
17. Working constructively with colleagues at all levels, internally and externally. Liaising with external organisations such as NHS England and Improvement, NHS Digital, NHS Employers and Department of Health and Social Care to ensure NHS Workforce Recruitment Services meets their needs and quickly responds to any required changes.
18. Supporting business continuity and showing a flexible approach to supporting NHS Workforce Recruitment Services, NHSBSA and the wider NHS in response to internal or external factors on a local or national level. Adapting working processes and service requirements in order to achieve common goals.
19. Being a catalyst for change and innovation. Act as one of the lead change agents to ensure transitional change is introduced in a positive and constructive manner.
20. Monitoring factors that may impact NHS Workforce Recruitment Services by horizon scanning, trend analysis and research.
21. Living the values and behaviours that respect individual's dignity. Treating everyone fairly and valuing and respecting diversity. Demonstrating that such standards are practiced in dealings with all stakeholders of NHS Workforce Recruitment Services.
22. Being accountable for your own Personal Development needs in order to be fully equipped to meet future management and organisational needs.
23. Deputising as required by the Senior Service Delivery Manager.

In addition to the above accountabilities, as post holder you are expected to:

1. Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.

3. Foster an environment where your own and colleagues' safety and well-being is promoted. Contribute to a culture which values diversity and inclusion.
4. Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Senior Service Delivery Manager

Key Relationships and connections: NHSBSA colleagues, Internal and External Stakeholders



