

# Person Specification

**JOB TITLE: Endoscopy Service Manager**

AREAS	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Knowledge of health service management, including change management and workforce and service redesign, acquired through training or project management qualification</li> <li>• Experience equivalent to degree level.</li> <li>• Evidence of continued professional development.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience as an effective operational manager within an NHS or similar organisation</li> <li>• Demonstrable experience staff management, including the management of junior doctor rosters.</li> <li>• Experience of managing change within a complex environment</li> <li>• Experience of managing or working within a performance driven environment with a key focus on patient safety and quality.</li> <li>• Proven ability to utilise and interpret information to formulate action plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of contract planning.</li> <li>• Specialist knowledge of managing acute clinical services.</li> <li>• Understanding of financial management.</li> </ul>
<b>Skills, Knowledge and Ability</b>	<ul style="list-style-type: none"> <li>• Proven ability to identify areas of service delivery that require improvement and develop and embed appropriate actions and solutions.</li> <li>• Effective communication skills across a multi-disciplinary team.</li> <li>• Proven ability to analyse a wide range of data and</li> </ul>	<ul style="list-style-type: none"> <li>• An ability to develop mechanisms for assessing and responding to variations in capacity and demand</li> </ul>

	<p>information and make appropriate decisions and recommendations.</p> <ul style="list-style-type: none"> <li>• Proven ability to come up with flexible and creative solutions to difficult problems.</li> <li>• Excellent collaborative working skills and able to build strong relationships with clinical leaders and professional staff groups.</li> <li>• Excellent interpersonal skills with the ability to negotiate and influence in difficult and contentious situations, including in patient resolution meetings.</li> <li>• Strong commitment to inclusive team working, honesty and integrity ensuring that the care of the patient is at the forefront of all decision making.</li> <li>• Working knowledge of all MS Office applications.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Sound knowledge base of the NHS, the current issues, its values and principles of timely local access for the population.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of how theatre systems within a hospital environment work.</li> </ul>