

Person Specification

Job Title: Business Support Manager

Department: Support Services Division

Requirement	Essential	Desirable	How Assessed
Qualifications	<ul style="list-style-type: none"> Knowledge of health service management, including change management and workforce and service redesign, acquired through training or project management qualification/experience equivalent to master's level. Evidence of continued professional development. 		CV / Certificates
Experience	<ul style="list-style-type: none"> Proven experience as an effective operational manager within an NHS organisation with Demonstrable experience staff management Experience of managing change within a complex environment Experience of managing or working within a performance driven environment with a key focus on patient safety and quality. Proven ability to utilise and interpret information to formulate action plans. 	<ul style="list-style-type: none"> Understanding of contract planning. Specialist knowledge of managing acute clinical services. Understanding of financial management. 	CV

Skills, Knowledge and Ability	<ul style="list-style-type: none"> • Proven ability to identify areas of service delivery that require improvement and develop and embed appropriate actions and solutions. • Effective communication skills across a multi-disciplinary team. • Proven ability to analyse a wide range of data and information and make appropriate decisions and recommendations. • Proven ability to come up with flexible and creative solutions to difficult problems. • Excellent collaborative working skills and able to build strong relationships with clinical leaders and professional staff groups. • Excellent interpersonal skills with the ability to negotiate and influence in difficult and contentious situations, including in patient resolution meetings. • Strong commitment to inclusive team working, honesty and integrity ensuring that the care of the patient is at the forefront of all decision making. • Working knowledge of all MS Office applications. 	An ability to develop mechanisms for assessing and responding to variations in capacity and demand	Interview / reference check
Other Requirements	Sound knowledge base of the NHS, the current issues, its values and principles of timely local access for the population.	Knowledge of how theatre systems within a hospital environment work.	

Organisational Chart

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