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JOB DESCRIPTION

Job Title	:	Head of Office, Chief Executive's Office
Band	:	8D
Location	:	Non-Clinical Support Building, Royal Victoria Hospital
Reports to	:	Deputy Chief Executive
Accountable to:		Chief Executive

JOB SUMMARY / MAIN PURPOSE:

Reporting directly to the Deputy Chief Executive of the Belfast Health and Social Care Trust (The Trust), the post holder will be responsible for the development and delivery of a range of services and processes designed to ensure the smooth and efficient operation of the Chief Executive's office.

The post holder will be responsible for the management, co-ordination and oversight of all activities essential to the effective and efficient operation of the Chief Executive's office, and will be expected to:

- Manage & co-ordinate key business processes & projects.
- Communicate with a wide range of groups including, but not restricted to, Trust Board and Directors, external statutory and non-statutory organisations, public representatives, patients, patients groups, and staff on highly complex, sensitive, contentious and confidential matters.
- Service meetings of the Trusts Executive Team, Trust Board and associated committees.
- Organise Trust Board events/workshops to ensure that Trust Board members are kept fully aware and knowledgeable on major strategic and service issues.
- Work directly with members of the Trust's Executive Team and Trust Board and their sub-committees and working groups, including the provision of specialist advice and expertise on a range of complex issues including trouble-shooting and problem solving.
- Liaise with external statutory and non-statutory bodies and represent the Trust at regional and national policy forming groups including those at the Strategic Planning and Performance Group (SPPG) and the Department of Health NI (DoH).
- Have responsibility for developing and maintaining processes associated with implementation of agreed recommendations, actions and learning from external reports and findings including Independent and Public Inquiries and for establishing robust systems for monitoring and communicating learning and subsequent actions in relation to recommendations to ensure continuous quality improvement.

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- Ensure the prompt response to letters or enquiries by gathering information, coordination's with staff and drafting responses for the Chief Executive's consideration.
- Research and follow-up on the status of relevant projects or pending issues.

The post holder will be responsible for the smooth and efficient operation of the Trust's Whistleblowing processes.

The post holder will manage the administrative team of the Chief Executive's office and co-ordinate secretarial services to the Trust's Executive Team and its members as well as the Trust Board.

The post holder will be responsible for encouraging and facilitating a multi-professional and collaborative approach to all areas of work in which they have responsibility.

Main Duties & Responsibilities

Chief Executive's Office

1. Provide a wide range of effective support, management, oversight and administrative services to the office of the Chief Executive including, but not restricted to:-
 - a. Providing relevant advice and expertise to the Chief Executive on a range of issues pertaining to the operation and management of the Chief Executive's Office and the wider Trust.
 - b. Composing & preparing correspondence, documents and reports that can be of a confidential, complex and sensitive nature for distribution to a range of recipients including statutory & regulatory bodies, patients/patients representatives and public representatives (e.g. MLAs, councillors etc.).
 - c. Researching, prioritising and following up on relevant issues & concerns addressed to the Chief Executive, including those of a sensitive and/or confidential nature, preparing and offering advice and expertise on responses.
2. Play a key role in the development, implementation and delivery of Chief Executive Office strategy and services, ensuring integration with wider Corporate and Directorate objectives.
3. Provide a bridge for smooth and effective communication between the Chief Executive's office and a range internal and external departments, organisations & stakeholders including :-
 - a. Service Directorates
 - b. Health and Social Care organisations across NI
 - c. Regulatory bodies and organisations



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- d. Statutory & non-statutory bodies & organisations
 - e. Patients and patient related bodies
 - f. Public representatives including MLAs and councillors.
4. Sign, develop, maintain and use IT/computing systems to capture, store, analyse, manipulate and present complex data & information from a wide range of sources for inclusion in reports to a range of recipients including the Trust's Executive Team, statutory bodies, patients/patients' representatives and public representatives.
 5. Develop, implement and maintain system(s) & processes designed to ensure the smooth and efficient tracking, flow and reporting of information and data in and out of the Chief Executive's office.
 6. Provide leadership to build effective relationships with a wide range of stakeholders crucial to the success of the Trust.
 7. Communicate directly, and on behalf of Chief Executive, with but not restricted to:-
 - a. Trust Board members
 - b. Trust Executive Team members
 - c. Senior managers including Co-Directors, Chairs of Divisions, Clinical Directors & Leads, Senior Managers
 - d. External statutory and non-statutory organisations and bodies
 - e. Public representatives, patients, patient groups and staff

on matters relating to Chief Executive & Trust business, programmes and priorities as well as highly complex, sensitive, contentious and confidential matters.
 8. Manage a variety of special projects and assignments for the Chief Executive, some of which may have direct organisational and service delivery impact.
 9. Provide leadership and direct line management for staff within the Chief Executive's office including the Trust Executive team's personal assistant workforce.
 10. Have responsibility for the effective management, use, oversight of the Chief Executive's office budget, including all associated assets and resources.
 11. Responsible for the successful completion of critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the Chief Executive's ability to effectively lead & manage the Trust.
 12. Work closely and effectively with the Chief Executive keep them well informed of upcoming commitments and responsibilities, following up appropriately. Act as a "barometer," having a sense for the issues taking place in the environment and keeping the Chief Executive regularly updated

13. Prioritise conflicting needs; handle matters expeditiously, proactively, and follow-through on projects to successful completion, often with deadline pressures.

Whistleblowing

14. Lead, manage, oversee and co-ordinate the efficient and effective implementation and operation of the Trust's Whistleblowing policies and procedures.
15. Contribute to the development, maintenance and update of the Trust's Whistleblowing policies and procedures, taking due cognisance of regional and national standards and guidance.
16. Lead on the development and implementation systems and processes to ensure all Whistleblowing cases are handled in an efficient manner and in line with expected timescales, including the generation of regular reports detailing progress with cases.

Executive Team and Trust Board

17. Provide effective administrative leadership in the management of meetings of the Trust Board and Executive teams, including their sub-committees and working groups, including management and dissemination of meeting agendas and papers, ensuring the provision of a high quality integrated service taking due cognisance of relevant professional and legislative requirements.
18. In conjunction with the Chief Executive, plan, arrange and produce agendas, reports, presentations and other relevant documents to support the operation of meetings of the Trust Executive Team and its sub-committees and working groups.
19. Actively participate as an adjunct member of the Trust Executive Team and Trust Board.
20. Responsible for the development & management of a system designed to ensure that actions arising from Chief Executive or meetings of the Executive Team and Trust Board are accurately captured, completed and reported on in a timely and efficient manner.
21. Work closely with directors and other senior staff members to ensure the formulation of robust action plans to address the findings of relevant internal and external audits and inspections and that these are effectively monitored and reported on as part of the Trust's overall performance management and governance processes.
22. Provide leadership and oversight for the administrative support to the Trust's Executive Team, Board and Sub Committees including 'task and finish' Committees

and Sub Committees, Director's Oversight and Steering Groups.

23. Ensure appropriate systems are established to support appropriate accountability for progressing actions associated with recommendations arising from external inspection and reports including Independent and Public Inquiries.

24. Assist in the planning & delivery of training to the Trust's Executive Team and Trust Board.

Corporate

25. Contribute to the corporate decision making and ensure compliance with the Trust's Standing Orders and standing Financial Instructions.

26. Contribute to the Trust's corporate planning, policy and decision making processes as required and ensure the Trust's objectives and decisions are effectively communicated.

27. Contribute to the Trust's overall corporate governance processes to ensure its compliance with public sector values and codes of conduct, operations and accountability.

28. Lead by example in practicing the highest standards of conduct in accordance with the Code of Conduct for HSC Managers.

29. Assist in the development of governance and risk management policy and procedure arising from the learning and recommendations from external reports as above.

30. Assist as required with delivering training in relation to amended/updated relevant policies and procedures.

People Management & Development

31. Provide leadership to staff within the Chief Executives' Office in line with office, wider directorate and corporate objectives, harnessing and maintaining the support and commitment of staff under their control, ensuring efficient and effective team working across sites and locations.

32. Ensure that staff and resources, for which the post holder has responsibility, are managed in a cost effective manner within the financial resources available.

33. Work closely with Human Resources colleagues to ensure the delivery of the Trust's Learning & Development Strategies.

34. Proactively promote the HSC values & culture of the organisation through initiatives including the development and implementation of relevant policies and procedures

and appropriate personal behaviours.

35. Responsible for ensuring that all staff are appraised at least annually
36. Responsible for own performance and take action to address identified personal development areas.
37. Participate in and where appropriate manage the process associated with the recruitment of staff.
38. Proactively support a culture of effective team and collaborate working and continuous improvement & innovation, promoting openness and honesty to enable shared learning.
39. Undertake all mandatory training as required.
40. Participate in and promote the training and development of staff and implement relevant training policies of the Trust.
41. Contribute to the development and implementation of local training & workforce development & modernisation programs, ensuring that staff are appropriately trained for the tasks and duties they undertake.

Development and Innovation

42. Continually seek ways to enhance the formal presentation of Trust Board, Executive Team and Sub Committees management information and develop innovative ways of disseminating the information to relevant audiences.
43. Develop and maintain systems to monitor and track action plans arising from external reports including action plans from Independent and Public Inquiries.
44. Self-direct and project manage major pieces of work on behalf of the Chief Executive and other senior staff as agreed.
45. Represent the Trust, as appropriate, on external groups as required.

Communication, Information Management & Collaboration

46. Lead on the co-ordination of information and documentation for the Chief Executive's Office, providing reports and updates in response to requests from a range of sources including Trust Board, Accountability Review Process, Directorates and Directors
47. Provide, analyse and present highly complex, sensitive and contentious information to a wide range of internal and external stakeholders as required.
48. Provide key input into relevant returns and reports as required by statutory bodies such as DoH, SPPG, Regulation and Quality Improvement Authority (RQIA) etc.



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49. Be accountable for the management of all data sources, records and information systems within the Chief Executive's Office in line with statutory requirements acting as the Information Asset Owner (IAO).
50. Develop and maintain good working relationships with external stakeholders including Queens University (QUB), DoH, SPPG and RQIA etc.
51. Be responsible for developing and maintaining effective internal communications systems, which include team briefing and regular meetings with staff.
52. Develop and maintain effective working relationships with Trust Board, directors, medical staff, co-directors, senior managers and other relevant staff to ensure the achievement of corporate and directorate objectives and effective team working.
53. Represent the Chief Executive's Office with colleagues both internal and external to the Trust.
54. Ensure service user involvement is actively promoted.
55. Develop and maintain effective working relationship with members of the Trust executive team, board and colleagues across a wide range of professional boundaries.
56. In conjunction with key stakeholders facilitate collation and analysis of key data and information to enable meaningful trend analysis and interpretation.
57. Collaborate and liaise regularly with relevant organisations in relation to the management and delivery of Trust services.
58. Continually seek to develop new partnership arrangements with external providers, tailoring provision to the needs of the Trust and providing improved value for money.
59. Establish and facilitate effective communication and working relationships with key external and internal stakeholders in respect of all services within the post-holder's sphere of responsibility.

Service Delivery

60. Establish and maintain relevant systems, policies, procedures and management arrangements for all services for which the post holder has responsibility.
61. Work with directors, medical staff, senior managers and other relevant staff on the promotion, implementation and operation of an integrated and responsive governance system consistent with organisation's assurance framework.
62. Ensure the provision of regular and accurate statistical information and other management reports to the Trust Board and its committees, the Executive Team and any other relevant committee or sub-committees.
63. Proactively contribute to the development and implementation of robust, timely and



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responsive performance management systems.

64. Actively participate in the investigation and management of incidents, complaints and claims as required.
65. Develop, agree and establish provision of timely and accurate reports as required, in related to progressing learning and recommendations from external inspections and governance reports.
66. Play a significant role in projects designed to review and improve executive team and Board governance and effectiveness issues as required.
67. Liaise with the IT department to ensure optimum use of developing technology and maintenance of existing technology.
68. Contribute to implementation of ICT solutions and be responsible for the modernisation of work practices where appropriate.

Quality/Governance

69. Support the Executive Team and Trust Board in meeting their legislative requirements.
70. Establish monitoring and validation systems to ensure information is accurate for planning and performance management purposes.
71. Liaise with key stakeholders both internal and externally to the organisation ensuring appropriate, accurate and timely provision of information in relation to The Trust Executive Teams & Trust Board Committees within the Assurance Framework including Director's Oversight Groups/Steering Groups.
72. Contribute to maintenance of and actions arising out of the Risk Register in line with Trust policy and procedure
73. Assist with the investigation and response to complaints, incidents and claims within their service area in line with Trust policy and procedure
74. Lead quality and change initiatives in Chief Executive Office and Trust Board service areas.
75. Proactively support continual improvement and compliance against organisational standards, IIP, ISO and any other relevant standards.
76. Provide reports and verification to the Trust Board and Executive on performance against relevant standards.

Setting Direction



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77. Provide leadership and oversight for the administrative support to the Trust Board Committees and Sub Committees including 'task and finish' Committees and Sub Committees, Director's Oversight and Steering Groups.
78. Ensure systems are established and maintained to support the Chair of the Trust Board Committees and Sub Committees as above and for ensuring agreed organisational actions are monitored and appropriate governance & risk management processes are in place.
79. Ensure appropriate systems are established to support appropriate accountability for progressing actions associated with recommendations arising from external reports including Independent and Public Inquiries.
80. Establish and facilitate communication with key external and internal stakeholders to ensure robust management of recommendations and agreed actions.
81. Proactively identify new ideas and initiatives to ensure the governance agenda is maximised and aligned with the most up to date work in this area.
82. Develop governance and risk management policy and procedure arising from the learning and recommendations from external reports as above.
83. Develop, coordinate and assist as required with delivering training in relation to amended/updated governance policies and procedures.

Financial and Resource Management

84. Manage the annual budget for the Chief Executive's Office, including associated administrative staff, ensuring effective monitoring and control of expenditure, taking corrective action where necessary to ensure financial targets are met.
85. Be an authorised signatory for invoices, stock and non-stock requisitions in line with the Trust's authorisation framework.

General Responsibilities

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible and:

- At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner;
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them;
- Comply with the Trust's Smoke Free Policy;
- Carry out their duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations;
- Adhere to Equality and Good Relations duties throughout the course of their employment;



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- Ensure the ongoing confidence of the public in-service provision;
- Maintain high standards of personal accountability;
- Comply with the HPSS Code of Conduct;

Information Governance

Co-Directors are legally responsible for all records held, created or used as part of their business within Belfast Health and Social Care Trust, including patient/client, corporate and administrative records whether paper based or electronic and also including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004, the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Employees are required to be conversant, to comply with the Belfast Health and Social Care Trust policies on Information Governance including for example the ICT Security Policy, Data Protection Policy and Records Management Policy, and to seek advice if in doubt.

For further information on how we use your personal data within HR, please refer to the Privacy Notice available on the HUB or Your HR

Environmental Cleaning Strategy

The Trusts Environmental Cleaning Strategy recognizes the key principle that “Cleanliness matters is everyone’s responsibility, not just the cleaners” Whilst there are staff employed who are responsible for cleaning services, all Trust staff have a responsibility to ensure a clean, comfortable, safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevent and Control

The Belfast Trust is committed to reducing Healthcare associated infections (HCAs) and all staff have a part to play in making this happen. Staff must comply with all policies in relation to Infection Prevention and Control and with ongoing reduction strategies. Standard Infection Prevention and Control Precautions must be used at all times to ensure the safety of patients and staff.

This includes:

- Cleaning hands either with soap and water or a hand sanitiser at the appropriate times (WHO ‘5 moments’);
- Using the correct ‘7 step’ hand hygiene technique;
- Being ‘bare below the elbows’ when in a clinical environment;
- Following Trust policies and the Regional Infection Control Manual (found on intranet);
- Wearing the correct Personal Protective Equipment (PPE);
- Ensuring correct handling and disposal of waste (including sharps) and laundry;
- Ensuring all medical devices (equipment) are decontaminated appropriately ie. cleaned, disinfected and/or sterilised;
- Ensuring compliance with High Impact Interventions.

Personal Public Involvement



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Staff members are expected to involve patients, clients, carers and the wider community where relevant, in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's ongoing commitment to Personal Public Involvement (PPI).

Please use the link below to access the PPI standards leaflet for further information.

http://www.publichealth.hscni.net/sites/default/files/PPI_leaflet.pdf

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.



PERSONNEL SPECIFICATION

DIRECTORATE: Chief Executive's Office

Notes to applicants:

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential **and** desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out below, using the information provided by you on your application form. Please note the Trust reserves the right to use any desirable criteria outlined below at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

ESSENTIAL CRITERIA

The following are **ESSENTIAL** criteria which will initially be measured at shortlisting stage (where indicated) and may also be further explored during the interview/selection stage.

You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.

Factor	Criteria	Method of Assessment
Experience Qualifications Registration	A university degree or relevant professional qualification and worked for at least 3 years in a senior management role* in a major complex organisation**. OR Have worked for at least 5 years in a senior management role* in a major complex organisation**.	Shortlisting by application form
Experience	Demonstrable experience of working with highly complex, contentious and sensitive information for a minimum of 3 years. Demonstrable experience of delivering against challenging performance management programmes and making significant improvements for a minimum of 3 years. Have successfully worked with a diverse range of stakeholders, both internal and external, and across a range of professional boundaries for a minimum of 3 years. Have successfully demonstrated high level strategic and people management and organisational skills for a minimum of 3 years.	Shortlisting by application form



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<p>Other (e.g. Driving etc.)</p>	<p>Hold a current full driving licence valid in the UK, with access to a car.</p> <p><i>Where disability prohibits driving, this criteria will be waived if the applicant is able to organise suitable alternative arrangements</i></p>	<p>Shortlisting by Application Form</p>
<p>Skills / abilities</p>	<p>Good communication skills (written, oral, presentation and interpersonal) with the ability to communicate effectively with all levels of staff across multi-professional groups and disparate disciplines.</p> <p>Ability to manage complex, contentious and sensitive information in line with relevant legislation and standards.</p> <p>Highly developed data analysis, interpretation and presentation skills.</p> <p>Ability to use, design and develop IT/computing systems to capture, store, analyse and present data & information from a wide range of sources.</p> <p>Well-developed problem solving & analytical skills</p> <p>Ability to work effectively on own or as part of a team</p> <p>Ability to lead, manage, motivate and direct staff.</p> <p>Ability to prioritise, plan, organise and deliver outcomes on a range of complex and competing tasks</p>	<p>Interview / Assessment Stage</p>
<p>Knowledge</p>	<p>Have an excellent knowledge and understanding of the challenges and requirements needed to work effectively in a large complex organisation with a multi-professional staff group and across a wide range of disparate disciplines.</p> <p>Have a good up-to-date recent working knowledge of the management and operation of a large healthcare service provider.</p>	<p>Interview / Assessment Stage</p>

The following additional clarification is provided:

****“senior management”** is defined as experience gained at Director, Assistant Director, Service Manager or equivalent (AFC Band 8b or above) in a major complex organisation.

*****“major complex organisation”** is defined as one with at least 200 staff or an annual budget of at least £50 million and involving having to meet a wide range of objectives requiring a high degree of co-ordination with a range of stakeholders.

SHORTLISTING

A shortlist of candidates for interview will be prepared on the basis of the information contained in the application form. It is therefore essential that all applicants demonstrate through their application how and to what extent their experience and qualities are relevant to this post and the extent to which they satisfy each criterion specified. **Please note this should be detailed under each appropriate criterion heading on your application form.** Candidates are also required to demonstrate how they meet the definitions of 'senior management', 'major complex organisation' and 'significant' as defined above.

Candidates who are short-listed will need to demonstrate at interview that they have the required competencies to be effective in this demanding leadership role.

The competencies concerned are set out in the NHS Healthcare Leadership Model, details of which can be found at:

<http://www.leadershipacademy.nhs.uk/resources/healthcare-leadership-model>

Values Based Recruitment

Values Based Recruitment is a process adopted by the Belfast Trust to attract and select employees on the basis that their individual values and behaviours align with those of the Trust, incorporating the Healthcare Leadership Model. It focuses on the 'how' and 'why' people do what they do. Candidates who are short-listed for interview will need to demonstrate at interview that they have the required knowledge, skills, competencies and values to be effective in this new role. In answering the value-based questions, you have the opportunity to share examples of when you have demonstrated values relevant to the Belfast Trust.

NOTE:

Where educational/professional qualifications form part of the criteria you will be required, if shortlisted for interview, to produce original certificates *and* one photocopy of same, issued by the appropriate authority. Only those certificates relevant to the shortlisting criteria should be produced. If educational certificates are not available, an original letter *and* photocopy of same detailing examination results from your school or college will be accepted as an alternative.

If successful, you will be required to produce documentary evidence that you are legally entitled to live and work in the United Kingdom. This documentation can be a P45, Payslip, National Insurance Card or a Birth Certificate confirming birth in the United Kingdom or the Republic of Ireland. *Failure to produce evidence will result in a non-appointment.*

Where a post involves working in regulated activity with vulnerable groups, post-holders will be required to register with the Independent Safeguarding Authority.



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What does this mean?



Working together

We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What does this look like in practice?

- I work with others and value everyone's contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where possible.



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We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

- I put the people I care for and support at the centre of all I do to make a difference
- I take responsibility for my decisions and actions
- I commit to best practice and sharing learning, while continually learning and developing
- I try to improve by asking 'could we do this better?'



Openness & Honesty

We are open and honest with each other and act with integrity and candour.

- I am open and honest in order to develop trusting relationships
- I ask someone to help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice.



Compassion

We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and wellbeing so that I can care and support others.