

Job Description

Job Title:	Head of Business Management
Grade:	Senior Executive Officer
Division:	Community Care Directorate
Responsible to:	Director of Community Care
Direct reports:	2 x Higher Executive Officers, 1 x Executive Officer
Responsible for:	Total of 70 staff ranging from AA to EO

Overview

The Community Care Directorate provides health and social care services to the people of the Isle of Man across three service areas – Mental Health, Adult Social Care and Community Health.

The Business Management Team provides support across the Directorate specifically in relation to programme management, business intelligence, clinical systems and information governance. The team is committed to providing innovative solutions in terms of digital health and is supportive of change across the Directorate in relation to project management, project monitoring, system development and business intelligence data; the focus of all of our work is on supporting staff to improve outcomes for the patients and families receiving care.

CARE

In the DHSC we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

Job Purpose

The post holder will take leadership and responsibility for the Directorate's business and performance priorities, providing robust support to the Directorate leadership team and front line clinical services so that we can meet mandatory and local requirements.

The post holder will be responsible for the Directorate Business Management Team, supporting senior managers to meet assurance frameworks, providing professional leadership for the administrative workforce and supporting the transformation of business intelligence to enable the Directorate to function efficiently and inform critical decisions. The post holder will be critical in the development of a digital strategy for the Directorate as well as maintaining an excellent standard of

support for existing patient information systems and new innovative ideas for the use of technology across the Directorate, improving patient outcomes. The post holder will be part of the Community Care Leadership Team and will work closely with Clinical Service Leads.

The post holder will have the ability to manage multiple agendas and drive forward change for the DHSC.

The post holder must possess effective communication skills, have strong business and performance experience, be imaginative, creative and determined in their approach. To be a credible leader with the ability to demonstrate effective people leadership skills together with a track record of delivery. Ultimately, this role will help support transformation. The post holder will contribute to the development and implementation of the Directorate and DHSC-wide strategies, in particular; focusing on supporting service improvements that will enhance patient care and realise efficiencies.

Duties and Responsibilities

- To lead the delivery of business management in partnership with clinical colleagues, senior managers, administrative staff and support teams to meet the agreed plans, standards of care and priorities within available resources for these inpatient and community services.
- To manage and support the delivery of performance standards for the Directorate, including administration of performance management and monitoring, ensuring development of systems and processes with the aim to achieve key IoM targets, and other local objectives within the Directorate, including the development of action/ recovery plans, and the implementation/ monitoring thereof.
- To contribute to the achievement of the strategic and operational objectives of the Directorate.
- Accountable for the compliance of the Directorate in relation to General Data Protection Regulation/Data Protection Act 2018, specifically in relation to retention policies, compliance with Subject Access Requests and providing advice on complex data protection issues.
- To collaborate with the finance and performance business partners, making use of income and expenditure information to support service strategy.
- Support the development of the Annual Business Plan for the Directorate.
- Facilitate a robust programme management function and project management for the Directorate with focus on service improvement delivery of strategies.
- Work effectively as a core member of the Leadership Team to ensure that the Business Management Team is represented and is at the forefront of new, innovative ideas which are presented to the CCLT for consideration and approval.
- As part of the Leadership Team, support the annual and strategic planning of the Directorate taking into account impacts on the wider Department.

- ♥ Lead on the implementation and monitoring of systems that support business as usual, safe environments continuity and meet the requirements of the assurance framework in terms of information governance, systems and business intelligence.
- ♥ Lead, mentor and guide the Business Support Manager who is responsible for professional leadership and development of the Directorate's administrative workforce.
- ♥ Lead, mentor and guide the Clinical Systems & Business Intelligence Manager who is responsible for delivering business as usual support for patient information systems (including Records Management) across the Directorate and the business intelligence function of the Business Management Team.
- ♥ Keep abreast of digital developments across NHS trusts and consider local implementation of successful projects.
- ♥ Provide innovation ideas to developing the use of technology across the Directorate
- ♥ In conjunction with the Leadership Team, support the agreement of priorities and objectives and translate into service targets.
- ♥ Support the production of business cases relating to IT software, systems and BI; and where appropriate act as a Senior Responsible Officer for service developments / digital projects.
- ♥ Enable the development of a performance management framework and data sets required to monitor the performance of services against all IoM and local targets and objectives.
- ♥ Prepare, analyse and circulate complex information to monitor the performance of services against plans, and where necessary prepare and manage corrective action.
- ♥ Provide Directorate leadership on the development, implementation and validation of business intelligence systems ensuring that data can be made meaningful at all levels of the directorate.
- ♥ Ensure all Directorate and external stakeholder reporting is prepared, validated and delivered in a timely manner.
- ♥ Ensure a safe and effective business continuity planning is in place in relation to patient IT systems.
- ♥ Ensure bespoke validated data requests are responded to timely and accurately.
- ♥ Empower the workforce to feel confident in the understanding and effective use of business intelligence.
- ♥ Work in collaboration with the Finance Business Partner and Directorate leadership team to develop plans to achieve Cost Improvement Programmes.
- ♥ Develop and maintain effective relationships with commissioners and other stakeholders, taking the lead on business management responsibilities of the Directorate in liaison with the Head of Commissioning & Contracts.

- Undertake evaluations and review of business effectiveness as required.
- Budget holder responsibility for the salary budget of all staff within the Business Management Team; budget holder responsibility for any IT-related budgets across the Directorate.
- Where required, deputise for the Director of Community Care in a corporate capacity.

Competencies

All staff of the Department of Health and Social Care are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business of the office and outside of the office.

As a member of DHSC, the role holder represents the Department in a wide range of business settings, forums, committees and officer level working groups. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Director of Community Care.

The Director of Community Care, as Line Manager is responsible as 'Reporting Officer' for the implementation of, and compliance with, the provisions of the Isle of Man Civil Service Performance & Development Review Scheme.

The Reporting Officer, will ensure that in line with the timescale set out in the scheme, amongst other things, an annual:

- Personal Delivery Plan and a Personal Development Plan is agreed with the job holder,
- Review and assessment of the job holder's performance and competency/behaviours is made, and
- Performance and Development Review meetings are conducted.

Performance management and improvement

All Civil Servants have a personal responsibility for performance management. The job holder will be expected to contribute to their annual performance and development review and all interim performance reviews.

General Scope

This job description is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as

necessary to reflect future requirements

Health & Safety

The role holder is responsible for their own health and safety and the impact of their actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.

Management Authorities

The delegation of Management Authority for the roles within the Department of Health and Social Care has been granted by the Chief Officer as follows:

All 'Reporting Officers/ Line Managers/Supervisors

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Penalties up to and including First Written Warning
	Appeals up to First Written Warning
Capability Procedure	Up to Stage 2/ formal warning stage
Grievance Procedure	Up to Stage 1

All Countersigning Officers' Middle Managers

Civil Service	Authority of the Post Holder
Disciplinary Procedure	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 2/ Formal Warning Stage
Grievance Procedure	Up to Stage 2

All Senior Managers (Senior Executive Officer or equivalent)

Civil Service	Authority of the Post Holder
Disciplinary Procedure	To hear cases involving alleged gross misconduct
	Dismissal
	Suspension
	Up to Final Written Warning
	Appeals up to Final Written Warning
Capability Procedure	Up to Stage 3 – Dismissal
Grievance Procedure	UP to Stage 3

Competency Levels For This Post Are:

Leading and Working Together	Level E
Communicating and Influencing	Level E
Achieving Results	Level E
Delivering a Quality Service	Level D
Changing and Learning	Level E
Showing Commitment and Resilience	Level D



**Isle of Man Civil Service
Person Specification**

Job Title:	Head of Business Management
Department:	Health and Social Care
Division:	Community Care Directorate
Grade:	Senior Executive Officer

Attributes	Essential (E) or Desirable (D)	Method of Assessment
Credibility		
<ul style="list-style-type: none"> • Educated to degree level or equivalent 	E	Application
<ul style="list-style-type: none"> • Professional qualification in Management 	E	Application
<ul style="list-style-type: none"> • Evidence of Continued Professional Development 	E	Application
<ul style="list-style-type: none"> • Masters level qualification or equivalent in relevant subject 	D	Application
Capability		
<ul style="list-style-type: none"> • Experience of business development 	E	Application/Interview
<ul style="list-style-type: none"> • Significant management experience which demonstrates the ability to influence decision making and providing supportive challenge within senior management teams 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of leading teams 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of planning, implement and evaluate significant programmes of work 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of project/programme/change management experience and / or evidence of overseeing a service review to completion 	D	Application/Interview

<ul style="list-style-type: none"> • Experience of making formal presentations to large groups • Experience of working effectively across organisational professional boundaries in a complex organisation • Experience of using service improvement methodology, including change management and workforce re-design with demonstrable outcomes • Budget and resource management skills • Ability to assimilate and communicate complex information across a wide range of subjects including finances, operational, data, political, trends, governance • Proven analytical skills and judgement in complex, uncertain environments • Computer literate and able to use a range of software packages • Good knowledge of the external political environment and developments within the DHSC 	<p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application</p> <p>Application/Interview</p>
<p>Character</p> <ul style="list-style-type: none"> • An ability to build effective working relationships at all levels and with partner organisations in a sensitive and diplomatic manner • Excellent communicator; able to express highly complex issues both orally and in writing to a range of audiences. This includes writing reports, presentations and conducting meetings • Able to work with service users, carers and staff to develop accessible written 	<p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

<p>information for a range of stakeholders including, referrers, commissioners, service users, carers, clinical staff and business partners</p> <ul style="list-style-type: none"> • Able to manage complex work programmes, and competing priorities effectively • Innovative approach to problem solving • Experience of coaching people through change and motivating staff in an encouraging way • Ability to lead and enable others within teams 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> • Committed, motivated and driven to deliver quality services and achieve results. • Excellent interpersonal skills, respectful and professional approach with colleagues and customers • Innovative and proactive, with a solution orientated approach and the tenacity to solve problems 	<p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> • Isle of Man Worker • Full and valid driving licence and access to a vehicle for work purposes • Interest in service improvement and change that enhance outcomes for people • Satisfactory Police Check 	<p>D</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application</p> <p>Application</p> <p>Application/Interview</p> <p>Pre-employment checks</p>