

Aintree University Hospital NHS Foundation Trust

JOB DESCRIPTION

Job Title: Chief Operating Officer

Accountable to: Chief Executive

Key relationships: Internal – Executive Directors, non Executive Directors, Clinical Heads of Division, Divisional Chief Operating Officers, Clinical Heads of Business Units, Business Managers, Associate Directors of Nursing, Allied Health Professionals, Corporate and Professional Heads of Service

External – Clinical Commissioning Groups, Urgent Care network, local authorities, acute and specialist trusts

Line management: - Clinical Heads of Division, Divisional Chief Operating Officers

JOB SUMMARY

A key member of the Executive team and Trust Board responsible for the day to day effective and efficient delivery of safe, high quality patient services across the Trust including the achievement of all performance standards. Lead on service improvement and transformation across the clinical divisions of Medicine, Surgery and Clinical Support Services. All Directors are also expected to work as part of a cohesive Executive Team and take responsibility for strategic and corporate issues outside their specialist sphere of responsibility.

Key Areas of Responsibility

1. Provide strategic leadership and direction to the clinical divisions.
2. Work as a key member of the executive team contributing to wider corporate strategy, policy and decision making.
3. Ensure sustainable delivery of operational services to agreed performance, quality, safety, financial and activity targets and commitments.
4. Ensure appropriate systems, processes and performance management arrangements are in place to deliver consistent high quality level of service provision and actively report and monitor achievement.
5. To lead the development of innovative and productive partnerships with a wide range of external stakeholders including commissioners, local authorities and other Trusts.
6. Proactively manage the interface between primary and secondary care with effective and clear patient care pathways.
7. Ensure the translation of strategy and corporate objectives into robust operational delivery.
8. To contribute to the embedding of the Listening into Action staff engagement programme by actively promoting a culture of staff engagement and taking responsibility for discrete LiA projects.

9. Ensure all Divisional management and clinical teams have an annual appraisal, agreed objectives and personal development plans aligned to the trust's priorities and divisional business plans.
10. Develop high performing divisional senior leadership teams and ensure all staff have the necessary education and training to carry out their roles effectively.
11. To ensure the visibility of senior management through regular 'walkabouts' and other means of communication.
12. Lead on the development and implementation of sustainable workforce plans to ensure the divisions have the right staff to deliver sustainable, consistent quality services and obtain best value for money.
13. Ensure that controls and processes are developed and implemented to identify and manage operational risk appropriately and enable the divisions to learn from incidents and complaints.
14. Work with the Medical Director and Director of Nursing and Patient Experience to ensure that strong clinical governance systems are embedded which promote high standards of care based on evidence and best practice.
15. Act as an ambassador for the Trust internally and externally, promoting the delivery of the highest standards of patient care.
16. Attend Trust board and provide timely and accurate advice and reports on the operational performance against contractual obligations.
17. Ensure divisional budgets are managed within allocated resources including delivery of the Divisions' Cost Improvement Programmes, making the most efficient use of resources and maximising income.
18. Work closely with the other executive directors to ensure the Trust meets all corporate responsibilities.
19. Role model the Trust's leadership behaviours and values at all times.
20. Communicate the vision, mission, values, objectives and plans to achieve commitment and ownership.
21. Participate in the executive on call rota.

This job description is not an exhaustive list of duties of the post and will be reviewed from time to time in conjunction with the postholder

Chief Operating Officer

Person Specification

	Essential	Desirable
QUALIFICATIONS AND TRAINING		
Educated to degree level	✓	
Minimum of at least 5 years senior management experience in a key operational role within healthcare	✓	
Educated to masters degree in related subject		✓
Evidence of continuous professional development	✓	
KNOWLEDGE AND EXPERIENCE		
Proven high level leadership skills in a health sector	✓	
Significant Board/senior management experience in acute health sector	✓	
Business planning, objective setting and performance management experience	✓	
Demonstrate successful financial management	✓	
Experience of translating strategic goals into effective operational plans	✓	
Experience of leading change programmes	✓	
Good understanding of the key issues facing the trust and the wider health economy	✓	
Demonstrate broad knowledge of wider NHS issues including national and local policy drivers	✓	
Ability to work effectively as a corporate director within the exec team	✓	
Track record of service delivery, improvement and transformation	✓	
Experience of working collaboratively and building effective partnerships	✓	
PERSONAL SKILLS		
Evidence of innovative and creative strategic thinking ability	✓	
Ability to lead, engage and motivate multi disciplinary teams putting clinicians at the heart of decision making	✓	
Ability to manage conflicting priorities, work to pressure	✓	

and meet deadlines		
Analyse complex information and make complex, informed decisions	✓	
Demonstrate empathy with patients and carers and the ability to involve them in decisions	✓	
Demonstrate personal resilience, confidence and self belief	✓	
High level of self awareness including impact on others	✓	
Excellent written and verbal communication skills	✓	
Highly developed negotiating and influencing skills	✓	
Ability to assess risks and successfully address them	✓	
Credibility and integrity across all professional groups	✓	
Demonstrate commitment to trust leadership behaviours and values	✓	