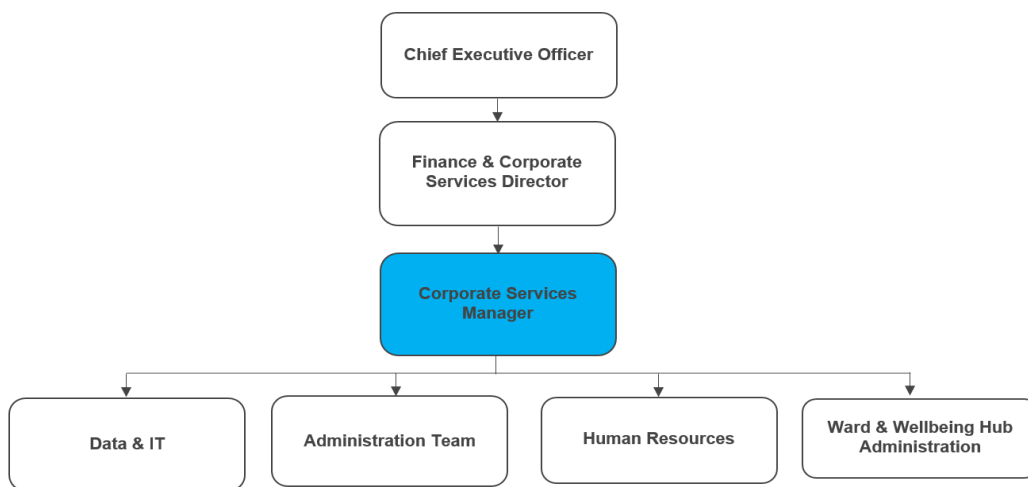


JOB DESCRIPTION

Job Title:	Corporate Services Manager
Department:	Corporate
Post Holder:	TBC
Grade:	Admin 5
Reports to:	Finance & Corporate Services Director
Direct reports:	<i>Masud Kala</i>

Organisation Chart:



x

The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Job Purpose:	<ul style="list-style-type: none"> ▪ To oversee, manage and co-ordinate all the key back office and support functions that ensures the smooth running of the organisation. ▪ Support the senior lead on delivering health and safety and fire safety. ▪ To be responsible for ensuring there is line management of team members. ▪ To project manage specific build or refurbishment projects. ▪ To lead teams in line with hospice mission and values.
Key Working Relationships:	<ul style="list-style-type: none"> ▪ Finance & Corporate Services Director ▪ Senior Leader Team ▪ Service Leads ▪ Corporate Services Team ▪ Administration Team

Role Responsibilities:

- To ensure that all the support functions of the Hospice are provided and run in an efficient and responsive way (HR/ Data & IT Services/ Reception/ Clinical and Non-Clinical Administration).
- To develop and support 'team leaders' to better enable the smooth running of the teams within Corporate Services.
- To oversee the provision of our informatics and communication systems (IT/Telecoms).
- To ensure appropriate maintenance and security of organisational registers (risk register/risk assessments).
- To chair the Health & Safety Committee and co-ordinate the reporting and recording of health & safety compliance in conjunction with others.
- Appropriate policy creation and management, documentation creation and compliance, including managing patient access requests, consent requirements, ensuring all appropriate contracts with external providers comply with the new GDPR legislation.
- To facilitate the delivery of face to face fire training to all staff in conjunction with others.
- To ensure appropriate management of all relevant stock ordering; oxygen, uniforms, furniture, stationery etc. within budgetary controls.
- To ensure appropriate management and security of the availability/management/retention/destruction of all patient records, electronic and physical.
- To support the Corporate Services Director in managing the Hospice Estate including all maintenance, refurbishments and new build projects.
- Participate in key working groups (estates/audit /informatics/health & safety/management team/quality & governance).
- To project manage specific time limited tasks.
- To deliver elements of the Hospice Workforce Plan.

Line Management:

- To ensure that there is good communication between teams and by team members as well as flexibility of duties in support of hospice functions.
- To oversee the provision, across the whole team, of all line management support functions (recruitment/induction/supervision/wellbeing and sickness absence/annual leave/appraisal/training etc).
- To ensure that the standard of service provided by the teams meets the requirements of the hospice.
- To adopt and implement LEAN principles in order to maximise the most efficient use of staff skills and staff time resources.

General Responsibilities:

- To work within agreed Hospice policies and procedures.
- To attend and actively participate in training, support and supervision and the annual appraisal process.
- To participate in drafting departmental budgets, the Strategic and Workforce Plan.

- Attend updates and courses in order to maintain own knowledge and skills.

Health and Safety

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients’ families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

Continuous Personal Development

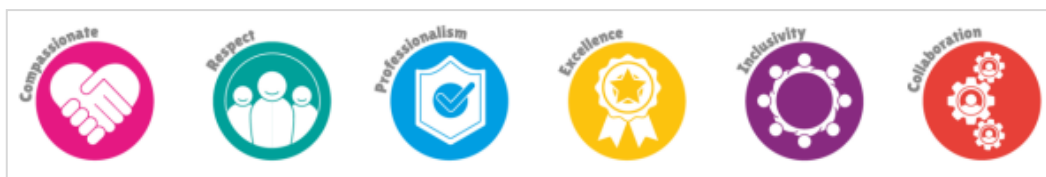
You are responsible for your own professional development, identifying training and development needs to your line manager and completing all mandatory training as required. You must attend any specialist training and development activities relevant to your role within the hospice.

Valuing Equality and Diversity

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity Strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity Policy.

Living Our Values Everyday

All staff must actively support the vision, aim and values of the hospice, promoting our core values at all times and in all aspects of your work.



This job description is an outline of the main responsibilities. The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated.

They are subject to modification in the light of changing service demands and the development requirements of the post holder. Therefore it will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Corporate Services Manager
Department:	Corporate Services
Grade:	Admin 5

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<p>Recognised Leadership & Management qualification or significant demonstrable experience.</p> <p>Health & Safety qualification (e.g. IOSH Managing Safely).</p> <p>5 GCSE's or equivalent including Maths and English.</p>	<p>Educated to degree level.</p> <p>NEBOSH qualification.</p>	<p>Application Form</p> <p>Certification</p>
EXPERIENCE	<p>Demonstrable experience leading, managing and developing staff.</p> <p>Significant experience in creating risk assessments, managing risk, supporting the organisational lead on delivering health and safety and fire safety.</p> <p>Experience of contributing to organisational strategy or business plans.</p> <p>Experience of policy writing and reviewing to comply with GDPR legislation.</p>	<p>Experience of managing change.</p> <p>Coaching and mentoring experience.</p> <p>Experience of working within a clinical setting.</p>	<p>Application Form</p> <p>Interview</p>
SKILLS	<p>Highly developed interpersonal and relationship-building skills.</p> <p>Excellent communication skills, able to communicate effectively at all levels.</p> <p>Excellent organisation skills, with the ability to prioritise workload effectively.</p> <p>Report writing skills.</p> <p>Project management skills.</p>	<p>Negotiation and influencing skills.</p>	<p>Application Form</p> <p>Interview</p>
KNOWLEDGE	<p>Strong IT Skills – across a broad range of platforms.</p> <p>Administration & Communication</p> <p>Health and Safety (including fire safety)</p>	<p>Working knowledge of Electronic Patient Record system (EPR).</p> <p>Hospice Care.</p> <p>NHS Procedures</p>	<p>Application Form</p> <p>Interview</p>