

Service Manager

Location: North Bristol Community Diagnostic Centre, Endoscopy

Reports to: Regional Operations Manager

Working with: Clinical Teams: Head of Nursing/ Clinical Quality Nurse Specialist, Medical Director, Operational Teams, Lead Nurse and Senior Nurses, Administrative Team Lead, Stakeholders including Patients and Host Trust/Health Board, Head Office Support Functions, Business Development Team, Clinicians and Referrers, Patient experience centre

Introduction

This role is responsible for providing:

- Leadership excellence in the operational delivery of Endoscopy Services at the North Bristol Community Diagnostic Centre (CDC), ensuring a safe, high-quality clinical service is delivered within budget and to a high level of customer satisfaction, while leading teams of clinical professionals.
- Support to the CQC Registered Manager in ensuring compliance with the Care Quality Commission (CQC) Fundamental Standards for the regulated activity.
- Accountability for the security of controlled drugs, ensuring compliance with regulations governing the management of medicines and controlled drugs.
- Accountability for the security and operational management of the site, working closely with the Lead Nurse and Regional Operations Manager to ensure the site's safety and security are consistently maintained.

What You Will Do

You will make healthcare better for our patients by cultivating and nurturing a team to deliver a high-standard Endoscopy service within our CDC. Providing operational and strategic leadership, you will inspire and motivate your team to consistently deliver a safe and effective service every day.

Working alongside the Unit Lead Nurse, you will manage the day-to-day running of the service, ensuring a high level of safe clinical care is provided to our patients while overseeing the site's operational management and performance.

What You Are Responsible For

Operations

- Ensure the application and implementation of all InHealth policies and procedures, including but not limited to:
 - Health and Safety.
 - Clinical and non-clinical policies (including Information Governance).
- Manage a safe, effective, caring and well-led environment that is responsive to patient, customer and staff requirements.

- Oversee the maintenance and cleanliness of the site, including defect reporting through regular site evaluations.
- Manage PAT testing of equipment within the unit and the maintenance of medical equipment and devices.
- Ensure all equipment meets clinical standards and is serviced in accordance with manufacturers' recommendations.
- Maintain effective stock control and ensure that unit assets are managed in accordance with InHealth policies.
- Ensure a consistent approach to working practices across all teams.
- Oversee the administrative functions of the unit, including the production of information such as KPI management reports, contract management data, financial information to support month-end and year-end processes, and purchase order receipting.
- Develop action plans where areas for improvement are identified.
- Recognise, record and manage incidents in accordance with InHealth policy. Work with the Lead Nurse and Clinical Quality Nurse teams to address clinical and operational incidents, including patient safety incidents and serious incident reports.
- Lead and support the Lead Nurse in the submission of the annual JAG GRS Report Card to maintain accreditation and support the five-yearly re-accreditation inspection.
- Manage the delivery of waiting-time targets and KPIs for routine endoscopy referrals, urgent suspected cancer referrals and clinic attendances (where applicable). Manage capacity within the unit.
- Monitor endoscopy list utilisation through XRM and implement strategies to improve utilisation.
- Work with the Lead Nurse and Regional Operations Manager to manage operational relationships with key stakeholders, attending Clinical Governance meetings, Service Review meetings and weekly update calls to identify and implement service improvements.
- Ensure clinical facilities remain fit for purpose through audits of practice and regular review of audit reports generated by the Lead Nurse.
- Support the safeguarding of children and vulnerable adults.

People

- Manage the Healthcare Support Worker team, providing leadership, guidance and direction while promoting equality, diversity and inclusion.
- Proactively manage sickness absence, performance (including appraisals) and conduct issues within the team. Work with the Regional Operations Manager and HR where appropriate.
- Implement actions arising from staff survey results in collaboration with the Lead Nurse and Regional Operations Manager
- Ensure all staff remain compliant with mandatory training requirements.
- Ensure all staff are working towards the competency completion in a timely manner and that all competencies are reviewed annually.

Attraction and Recruitment

- Lead recruitment activities within the area of responsibility.
- Deliver an excellent candidate experience throughout the recruitment process.
- Review CVs in collaboration with the Lead Nurse and coordinate interview arrangements with candidates.
- Ensure candidates are interviewed by an appropriately skilled panel to support a fair recruitment process.
- Make verbal offers to successful candidates, working alongside the Recruitment Business Partner to ensure an excellent candidate experience.
- Support pre-employment checks through People Services and engage with candidates where required.

Development

- Manage the local induction process for all new healthcare support starters, promoted healthcare support worker employees, transferees and agency healthcare support staff.
- Conduct annual and mid-year appraisal and Personal Development Plan (PDP) meetings and ensure regular catchups with staff.
- Facilitate regular team meetings focused on development and continuous improvement.
- Complete management training to continually develop leadership skills, including performance management, difficult conversations, change management and digital capabilities.
- Investigate disciplinary, grievance and conduct issues, addressing performance concerns promptly, escalating where appropriate and conducting disciplinary investigations where necessary.
- Ensure mandatory training compliance across the team.
- Ensure competency assessments are completed and based on current best practice.
- Coach and mentor staff where required.
- Conduct annual talent reviews to identify development opportunities and support succession planning.

Retention

- Lead employee engagement and retention activities, with a focus on continuous improvement of employee survey results.
- Manage absence levels to ensure safe staffing and minimise impacts on engagement and retention.
- Ensure objectives are clearly defined for all staff, outlining both the expected outcomes ("what") and behaviours ("how").
- Ensure timesheets and expenses are authorised by required deadlines to support timely and accurate payroll processing.
- Support the successful integration of staff transferring internally or joining the team from other areas.

People Excellence

- Ensure all pre-employment checks have been completed before confirming start dates.
- Work with the Regional Operations Manager to ensure workforce planning forecasts for current and future recruitment needs are maintained.
- Ensure all absences and employee data changes are accurately recorded within iTrent.
- Regularly review iTrent data to ensure reporting structures and employee records remain accurate and up to date.

Commercial

- Be accountable for delivering business objectives within budget and against agreed personal objectives.
- Develop a strong understanding of unit financial performance and how operational decisions can positively or negatively impact outcomes.
- Ensure effective cash-flow management appropriate to the level of responsibility.
- Ensure appropriate staffing levels are maintained to reduce agency costs. Any agency usage must be approved by the Regional Operations Manager.
- Ensure overtime is authorised in line with company policy.
- Raise and obtain approval for purchase orders through finance systems and ensure receipting activities are completed on time.
- Drive efficiencies across all areas of activity, including:
 - Understanding contractual requirements.
 - On-site relationship management.
 - Gathering local market intelligence.
 - Reviewing competitor activity.
 - Attending contract management meetings.
 - Identifying local business opportunities.
 - Working with the Regional Operations Manager and Finance teams to model service developments.

Service Development

- Develop services in line with patient, contractual and InHealth requirements.
- Manage customer satisfaction and patient feedback.
- Drive the team to deliver an excellent patient experience, using patient satisfaction survey results and reporting to support improvements.
- Investigate and manage complaints in partnership with the Unit Lead Nurse, ensuring timely and appropriate responses while capturing learning and improvement opportunities.
- Work closely with Clinical Leads and the Governance Team to ensure complaints are managed in line with InHealth policy.
- Draft complaint response letters and submit them for review by Head of Operations, and the Clinical Quality Team.
- Escalate issues to senior management where required.

- Use quality toolkits and audit tools to drive continuous improvement and high standards.

Supporting the CQC Registered Manager

- Support the Registered Manager in meeting the Care Quality Commission Fundamental Standards.
- Provide support during CQC inspections.
- Assist the unit in maintaining compliance with CQC requirements and other applicable audit standards.

Controlled Drugs Security

- Support compliance with the Misuse of Drugs Act 1971, Misuse of Drugs Regulations 2001 (as amended), Home Office licence conditions, organisational policies, and internal Standard Operating Procedures (SOPs) relating to the management, storage, security, and record-keeping of Controlled Drugs.
- Work alongside the Lead Nurse and Regional Operations Manager to ensure Controlled Drugs are managed safely and securely in accordance with legislative and organisational requirements.
- Participate in and support routine Controlled Drug audits, stock reconciliations, and monitoring processes, ensuring any discrepancies, incidents, or concerns are reported promptly to the Lead Nurse and Regional Operations Manager and managed in accordance with organisational policy. Raising any incidents on the InPhase system.
- Ensure staff adhere to local Controlled Drug procedures and support the implementation of any actions arising from audits, incidents, or governance reviews.
- Escalate any concerns regarding Controlled Drug security, storage, record-keeping, or compliance to the Lead Nurse and Regional Operations Manager without delay.

Compliance and Governance

- Contribute Operational risks to the local risk register Ensure underpinning risk assessments are reviewed annually, or sooner if required, and completed thoroughly and factually in line with Risk Register requirements.
- Contribute fully to the Endoscopy operational Team by supporting the development of corporate policies, procedures and induction programmes.
- Ensure all operational incidents are recorded accurately and closed in a timely manner, whilst also having an awareness of clinical incidents to ensure smooth running of the unit.
- Support operational teams in delivering effective, high-quality clinical services through implementation of action plans arising from healthcare quality audits.
- Lead the review and development of unit operational policies, ensuring Standard Operating Procedures (SOPs) are reviewed in line with document control requirements and that new processes are introduced where necessary.

- Ensure compliance with the PSIRF framework for all PSIs (Patient Safety Incident Investigations), including but not limited to SWARM meetings, AARs (After Action Reviews) and incident reporting.

What People See in You

- A results-driven individual who makes effective decisions.
- A team player who is approachable, flexible, dedicated and hardworking.
- A passionate, dynamic and committed leader.
- Someone who can lead change and create a compelling vision.
- An impactful communicator and agile thinker.
- A strong focus on quality and service excellence.
- A desire to contribute to business success.

You Will

- Demonstrate a commitment to excellent patient care.
- Have a strong understanding of the Data Protection Act, Information Governance Statement of Compliance and Caldicott Principles.
- Understand and be able to deliver against the Care Quality Commission Fundamental Standards.
- Possess excellent written, verbal and digital communication skills.
- Demonstrate strong interpersonal and relationship management skills.
- Be computer literate, with excellent attention to detail and accurate data-entry skills.
- Maintain a professional and cooperative attitude towards patients, customers and colleagues.
- Be willing to embrace innovation, new ways of working and emerging technologies.
- Hold a full UK driving licence or have reliable means of transport to the CDC.

You Have Experience Of

- Service management.
- Working within Care Quality Commission Fundamental Standards.
- Managing complex and diverse teams.
- Successfully prioritising competing demands using effective organisational and time-management skills.
- Improving quality of care and driving clinical and operational excellence.
- Managing and leading teams through objective-setting and performance management.
- Engaging, motivating and developing team members.
- Operational management within a healthcare or similar environment.

This is not a restrictive list of duties and all members of InHealth may be required to carry out additional tasks within their capability. All members of

staff are required to participate in appraisals, self-development, mandatory and statutory training.