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| Last updated: | May 2021 |

**JOB DESCRIPTION**

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| Post title: | **Business Manager** | | |
| Academic Unit/Service: | Auditory Implant Service (AIS) | | |
| Faculty: | Faculty of Engineering and Physical Sciences | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| Posts responsible to: | Director of USAIS  Associate Director USAIS (Line manager) | | |
| Posts responsible for: | n/a | | |
| Post base: | Combined office and home based | | |

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| Job purpose |
| To analyse and evaluate the contractual requirements of suppliers and customers of the Auditory Implant Service (AIS) e.g.   * NHS Specialised Commissioning Contract (worth £8M) * NHS and non-NHS Provider sub-contracts to fulfil the NHS Contract * Future contracts for the AIS+ Enterprise activity   Provide specialist advice and guidance to ensure contractual requirements of external commissioners and suppliers are fulfilled to maintain business continuity.  To provide advice, support and analysis to the Director of Auditory Implant Service in relation to the business and financial planning of the Unit |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To be responsible for horizon scanning and translating the strategic requirements of the NHS and other commissioners to ensure they are appropriately captured in the Auditory Implant Services business planning process. | 25% |
|  | To contribute to business and financial planning of the unit through analysis of existing and planned income streams and coordination of different sources of financial monitoring. | 20% |
|  | To facilitate and prepare on-going contractual monitoring and performance management including compiling and submitting monthly activity reports to Commissioners | 15% |
|  | To act as an advocate for the Auditory Implant Service in contract negotiation meetings with the representatives of customers and providers. | 10% |
|  | To guide development of USAIS’ electronic systems, particularly the patient administration system, for financial monitoring and reporting | 10% |
|  | To establish and maintain effective relationships between the Auditory Implant Service (AIS) and NHS England Commissioners, other NHS and non-NHS Providers of healthcare and/or Purchasers in connection with AIS+ Enterprise activity eg private clinical work. |
|  | To remain current in relation to changes to NHS services particularly with respect of the commissioning of specialised services and to advise the management of the Auditory Implant Service accordingly. | 15% |
|  | To draft reports and deliver briefings and presentations, as required. |
|  | To attend internal and external meetings to ensure that departmental issues are appropriately represented and reported. |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| Internal and external relationships |
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| Other members of the department/University staff.  External customers – NHS England Specialised Commissioners, NHS Trusts, NHS Care Commissioning Groups and Private Healthcare providers  Relevant suppliers and external contacts |

| Special Requirements |
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| A clear understanding and proven experience in NHS Contracting and commissioning  A background in finance/business management and planning |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or part qualified accounting qualification  Proven experience of financial/business planning and progressing work  Experience of horizon scanning and translating trends and predictions into to business and operational plans.  Experience of managing contracts with third parties and reporting  Able to use MS Office; particularly MS Excel to an advanced level.  Project management skills | Experience of working in Hospital Contracts Management and NHS Commissioning.  Experience of developing software solutions  Experience of electronic patient administration systems  PRINCE 2 or equivalent project management qualification |  |
| Planning and organising | Able to seek opportunities to further and progress the scope of AIS and in support of University policy on Enterprise activities. | Experience of successful project management. |  |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them. |  |  |
| Management and teamwork | Able to proactively work with colleagues in other work areas to achieve outcomes.  To work with colleagues in AIS administration and finance to ensure that the reporting requirements of the contract are delivered. |  |  |
| Communicating and influencing | Able to provide accurate and timely specialist guidance on complex issues.  Able to use influencing and negotiating skills to develop understanding and gain co-operation.  Demonstrable experience of generating reports and presentations that meet the needs of the target audience. |  |  |
| Other skills and behaviours | Able to establish credibility and positive relationships with managers.  Proactive in promoting a working environment that is inclusive and engaging; recognising the value diversity brings. |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |