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| Last updated: | March 2024 |

**JOB DESCRIPTION**

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| Post title: | **Director of the University of Southampton Auditory Implant Service (Enterprise)** | | |
| Standard Occupation Code: (UKVI SOC CODE) | 2311 – Higher education teaching professionals  2119 - Natural and social science professionals | | |
| School/Department: | Auditory Implant Service, Enterprise | | |
| Faculty: | Engineering and Physical Sciences | | |
| Career Pathway: | Education, Research and Enterprise (ERE) | Level: | 7 |
| \*ERE category: | Enterprise pathway | | |
| Posts responsible to: | Associate Dean Enterprise | | |
| Posts responsible for: | Indirect: All Auditory Implant service staff  Direct reports: Associate Directors and Service leads | | |
| Post base: | Office-based | | |

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| Job purpose |
| As the Director of the Service and CQC-registered manager, the post-holder will oversee the delivery of all aspects of the University of Southampton Auditory Implant Service (USAIS) ensuring the provision of safe, effective and high-quality clinical care.  Delivering through comprehensive strategic partnerships with multiple trusts, private healthcare providers, commissioners and stakeholders, both internal and external to the University. |

| Main Roles and Responsibilities | |  |
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|  | **Strategic Management**  To ensure the effective use of all resources with accountability to both the University of Southampton (UoS) and NHS England, along with other relevant governance organisations.  Identify and implement service improvement and innovation in conjunction with comprehensive financial analysis.  Work strategically with NHS Colleagues, Consultants, and the Senior Leadership Team (SLT) in the collaborative development of USAIS to create a vision for all staff that ensures a positive, high performing, productive and supportive culture.  Critically evaluate and review the structure and resources required to support consistent delivery and development of USAIS.  Act as key figurehead for USAIS promoting and developing USAIS’ position as a centre of excellence with a high reputation in the UK and beyond. Work with the wider UK and international auditory implant community to promote collaborative practice.  Network and build effective relationships in UoS, external professional groups, organisations and stakeholders regarding shaping the future of the service delivery. | 20% |
|  | **Leadership**  Provide senior leadership and overall general management for USAIS in collaboration with UoS to ensure effective communication and understanding between Faculty of Engineering and Physical Sciences (FEPS), Medicine and Senior Faculty Members.  Provide a clear sense of purpose and leadership by being visible and accessible to staff, patients and UoS colleagues.  Mobilise and facilitate senior clinical and technical staff to promote and support complex multidisciplinary clinical service decisions.  Ensure all staff have a good understanding of USAIS objectives and priorities and that their engagement is paramount to providing a high-quality, clinically innovative service. | 15% |
|  | **Service Delivery and Development**  Develop a clear understanding of the needs of the patient population, NHS Trusts, Commissioners and stakeholders with regards to the unique service provision provided by USAIS.  Monitor and review the effectiveness of service delivery and quality assurance through detailed statistical analysis, auditing effectiveness and clinical outcomes, producing comprehensive management reports including implementation plans and recommendations.  Overall responsibility for driving innovation and modernisation. To work with SLT to support service development and growth, achieve key performance targets in line with local and national agreements/National Institute for Health and Care Excellence (NICE).  Promote the involvement of patients and carers in the development of quality services to maintain high levels of patient satisfaction.  Promote a culture where staff feel empowered to deliver continuous high-quality care and are accountable for service improvement at a local level. | 15% |
|  | **Quality Assurance and Governance**  As Director of Service, be responsible for quality assurance and governance by ensuring mechanisms are in place for:   * Registered Manager for services CQC to carry out legally regulated activities * Clinical Standards * Risk Management and Health and Safety (H&S) * Clinical governance * Evaluation and Research * Clinical Audit * Complaints, Incidents and Serious Untoward Events * NHS DATA security and Protection Toolkit * General Data Protection Regulation * Governance Board Reporting   Be responsible for a comprehensive frameworkbeing in place for all aspects of policy and procedure development and implementation.  To ensure that a review of policies, protocols and procedures is undertaken on an annual basis, and that the process for signing off policies is transparent and that gaps identified are rectified.  Ensure that staff are aware of audit requirements relating to these policies and that they are built into the Service Improvement Plan so that the audit programme is robust and assessed regularly.  Take an active role for USAIS in the implementation of the information systems strategy and information sharing protocols and procedures in conjunction with UoS. | 10% |
|  | **Financial Management**  Ensure strong financial performance against USAIS service delivery commitments and University of Southampton targets.  Implement effective commissioning arrangements with internal and external stakeholders. Monitor and anticipate capacity and demand issues, identify problems at an early stage and initiate corrective action.  Critically evaluate and regularly review the USAIS structure and resources, to ensure it has the correct level of knowledge, skill mix and expertise to support consistent delivery and development of the USAIS Business Plan.  Identify and implement cost-efficiency savings targets.  Take management responsibility for Managers and Service Leads and assume delegated responsibility for the budget. | 10% |
|  | **Staff Performance, Training and Wellbeing**  Provide leadership throughout the employee lifecycle. To develop the capabilities both of the individuals and the team, developing talent and succession planning to meet operational and strategic needs.  Utilising mentoring and coaching skills and/or providing training, advice and guidance as necessary, supporting Equality Diversity and Inclusion, workload and wellbeing agendas.  Ensure all staff are completing and recording mandatory training specific to USAIS and University of Southampton.  Support and lead as appropriate in the event of professional/disciplinary/grievance matters or general employee conduct issues, ensuring action is taken within designated timescales. | 10% |
| 7. | **Operational Management**  As overall budget holder, support the Associate Director of Operations and oversee the contracts, commissioning and procurement of highly specialised Implant Devices, processors and all associated items for patient equipment, clinical equipment and IT systems.  Work closely with consultants to build strong working relationships, discussing and developing service provision, with the ability to negotiate and navigate contentious issues and differences in professional opinion.  As overall H&S representative for USAIS, ensure the buildings and equipment are maintained to a high standard to support all clinical activities, patient and staff safety, wellbeing and safeguarding.  To communicate and respond to the Governance Board and external stakeholders, with regards to complex queries about service delivery, clinical provision and governance, with the ability to demonstrate robust assessment and decision making to influence the future of the service. | 10% |
| 8. | **Research and Education**  Oversee the Research and Education programme to ensure that it reflects and meets the needs of USAIS and contributes towards the Research Strategy, and that it promotes research activity in line with the Business Plan and in collaboration with other University departments and organisations. | 5% |
| 9. | Any other duties as allocated by the line manager following consultation with the post holder. | 5% |

| **Internal and external relationships** |
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| * Non-executive member of the USAIS Governance Board: reporting activity, quality assurance measures, financial summary and key service indicators. * NHS Specialised Commissioning Groups who purchase the service. * Hospitals, to ensure the admission of patients to the wards, surgery and after care run smoothly and effectively (Southampton General Hospital, Queen Alexandra Hospital, Basingstoke and North Hampshire Hospital, Spire Hospital Southampton/Portsmouth, Wessex Nuffield Hospital, and any future providers). * Patients and carers who use the clinical services offered by the USAIS. * Collaboration with other auditory implant centres in the UK via the British Cochlear Implant Group, to develop and maintain national standards and multi-centre research. * Promote and maintain relationships with manufacturers and suppliers of cochlear implant systems, hearing aids and clinical equipment to contribute to and keep abreast of the latest developments. * Chair strategy, senior managers, surgeons and full-service meetings. * Maintain constructive relationships with relevant research groups in the Institute of Sound and Vibration Research (ISVR) and other parts of the University to promote inter-disciplinary and multi-disciplinary developments and research. |

| Special Requirements |
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| * + Ability to travel throughout the South of England as required. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable |
| Qualifications, knowledge and experience | Proven track record of successful and sustained management in an NHS Foundation Trust or similar organisation.  Proven experience of managing a significant service budget.  Good knowledge and understanding of how specialised services are delivered across the United Kingdom.  Substantial leadership and management experience, able to lead develop diverse teams, empowering and supporting people.  Experience in developing creative solutions to problems.  Involvement in health service development and reconfiguration.  Experience of leading capacity planning, influencing behaviours of external bodies.  Postgraduate qualification and/or equivalent professional qualifications and managerial experience in a clinical service, for example: master’s degree in healthcare or management; or demonstrable ability to work at master’s level. | MBA/PhD in relevant field  Membership of national or international advisory bodies delivering clinical care  Commitment to maintaining professional knowledge and awareness through continuing personal and professional development  Involvement in national and international events |
| Planning and organising | Proven ability to champion and oversee key contributions to faculty and/or University research, education and enterprise strategies.  Proven ability of financial management at senior level, delivering on complex and large budgets including reducing costs, monitoring and corrective action.  Proven ability to act as the main figurehead for key activities, developing important national and international contacts. |  |
| Problem solving and initiative | Proven ability to implement successful change management initiatives and formulate strategic plans that reflect and support the priority needs of the faculty and University. |  |
| Management and teamwork | Proven ability to oversee people and resource management processes in order to deliver key education, research and enterprise activities.  Proven ability to demonstrate leadership abilities in health care and to raise performance standards through own work areas.  Proven ability to recognise and deal with obstacles and difficulties so that the team can deliver. |  |
| Communicating and influencing | Proven ability to establish and build major relationships with stakeholders.  Able to contribute to the development of the University’s profile in the UK and internationally.  Proven ability to use influence to develop positions or strategies.  Well-developed presentation skills to a broad range of audiences.  Strong oral communication skills and written communication skills to be able to communicate clearly and sensitively.  Excellent interpersonal skills. |  |
| Other skills and behaviours | Apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  As a senior leader, role model the Southampton Behaviours (see appendix 1) and work with the management team to embed them as a way of working within the directorate.  Compliance with relevant Health & Safety issues. |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post, with routine hazards?**

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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. |
| Partly | This is an office-based post with some non-routine hazards (eg: contact with the public and/or shift work). Please complete the analysis 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. |

**HIRING MANAGER -** Please complete this section as accurately as possible to ensure the safety of the post-holder.

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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 |  |  |  |