

## JOB DESCRIPTION

<b>Job Title:</b>	Business Manager
<b>Department:</b>	Clinical/Operations
<b>Reports to:</b>	Director of Operations
<b>Band:</b>	8b
<b>Location:</b>	Letchworth Garden City
<b>Hours:</b>	37.5 hours per week

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### Job Summary

The Business Manager will lead and oversee the operations, performance, and governance of the patient unit and supporting teams within the organisation. This pivotal role requires a dynamic leader who will ensure the successful delivery of strategic business objectives, financial targets, and key performance indicators (KPIs). The Business Manager will play a critical role in supporting the productivity and transformation initiatives led by the Director of Operations, while also addressing day-to-day operational challenges. The position demands alignment with the hospice's strategic plan for the next decade, focusing on service delivery, quality assurance, and fostering growth.

Collaboration with the Deputy Director of Nursing and other departments is essential to ensure comprehensive reporting and the effective execution of operational strategies. As well as focussing on day-to-day operational challenges its essential that service delivery reflect the hospice strategic plan for the next 10 years

This role offers an exciting opportunity for candidates to contribute to the delivery of high-quality care services while leading a dedicated team in a thriving business unit structure. The Business Manager will be instrumental in shaping the future of hospice care and ensuring the organisation's mission and is fulfilled.

### Job Purpose

- The Business Manager is responsible for leading and managing the overall operations, performance, and strategic direction of the patient unit and supporting teams.
- This role is pivotal in ensuring that the organisation meets its strategic business objectives, financial targets, and key performance indicators (KPIs).
- The Business Manager will drive initiatives that enhance service delivery, foster a culture of excellence, and ensure compliance with industry standards, while also addressing day-to-day operational challenges.
- The role involves overseeing operational performance, increasing accountability and create clear lines of reporting.
- The Business Manager aims to create a cohesive and high-performing work environment that prioritises quality care for patients and their families, ultimately contributing to the long-term success and growth of the hospice.
- By collaborating with various departments and leadership teams.

## **Main Duties and Responsibilities**

### **Strategic Leadership**

- Support Strategic Leadership
- Develop and implement comprehensive strategies to meet business unit objectives, financial targets, and KPIs.
- Identify growth opportunities while streamlining operations and proposing innovative solutions for sustained success.
- Maintain strict financial oversight through the establishment of a clear reporting structure and accountability for budget responsibility
- Ensure alignment with senior leadership and the organisation's overarching goals.
- Oversee health and safety policies, ensuring thorough risk assessments are conducted.
- Track and report on performance metrics to the Hospice Management Board, including revenue, quality metrics, risk management.
- Provide regular updates to senior leadership on risks, opportunities, and overall department performance.

### **Operational Management**

- Oversee daily operations to ensure efficient departmental performance.
- Monitor and report business unit performance, addressing performance gaps and identifying areas for continuous improvement.
- Ensure compliance with hospice policies, benchmarking standards, and relevant regulations.
- Oversee robust incident management and governance alongside the DDON
- Lead, mentor, and develop a high-performing team, establishing clear expectations and accountability standards.
- Provide coaching and development opportunities to enhance team performance and address skill gap.

### **Financial Accountability**

- Develop and establish robust financial accountability within the business unit.
- Review expenditure and ensure best value for money is achieved.
- Work alongside the Finance business partner to review and renew contract with external providers, ensuring quality is included at all levels.

## Working Relationships

### Internal

Multidisciplinary Team to include:  
 Medical Team  
 Rehab and Wellbeing Team  
 Family Support Team  
 Hospice Community Team (CHC/H@H)  
 Chaplaincy Team  
 Medical and Clinical Administration teams  
 Volunteers  
 Housekeeping  
 Education Team  
 Director of Patient Services  
 Deputy Director of Patient Services  
 Medical Director  
 Chief Executive

### External

Primary Health Care Team  
 Frailty Teams  
 Community District Nursing Leads  
 Community Specialist Palliative Care  
 Nurses  
 Continuing Health Care Teams  
 Social Services  
 Intermediate Care Teams  
 Voluntary Sector Groups  
 Transport Services  
 Hospitals and Hospices  
 Nursing and Residential Homes

## Confidentiality

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

## General

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

## Health and Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public.
- Ensure risk assessments are completed efficiently for all activities related to this role.

## Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

### ***Caring and compassion***

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

### ***Accountability***

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

### ***Respect***

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### ***Excellence***

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

### **General duties**

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.
- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**"team" refers to all members of staff including volunteers**



**Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Degree or equivalent knowledge gained through experience or a health professional qualification</li> <li>• Professional management qualification or equivalent</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Masters qualification in a management discipline</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 5 years minimum experience of working in a manager post, with senior experience</li> <li>• Experience of leading and directing senior clinical and non-clinical teams in achieving key performance</li> <li>• Successful track record of managing change in a complex environment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience as a Business Manager</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and ability to influence decisions and strategy within the service line management teams</li> <li>• Effective negotiating, influencing and networking skills</li> <li>• Ability to provide strategic management advice to senior managers</li> <li>• Evidence of collaborative working and effective strategic influencing</li> <li>• Ability to work effectively with all members of the team, across a range of disciplines</li> <li>• Proven track record of successfully leading teams to achieve financial targets</li> <li>• Strong leadership skills and the ability to adapt and respond according to the situation</li> <li>• Exceptional strategic thinking, problem solving and decision-making skills</li> <li>• Proficient in financial management, including budgeting, forecasting and performance analysis</li> <li>• Excellent leadership, communication and interpersonal skills</li> <li>• Ability to thrive in a fast-paced environment and manage multiple priorities efficiently.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of undertaking strategic planning</li> <li>• Experience of reviewing performance of speciality teams</li> <li>• Demonstrate an understanding</li> </ul>

<b>Key Competencies</b>	<ul style="list-style-type: none"> <li>• Strategic vision and fundraising execution</li> <li>• Commercial and business development acumen</li> <li>• Problem-solving and adaptability</li> <li>• Financial management and performance tracking</li> <li>• Leadership and team development</li> <li>• Operational excellence</li> <li>• </li> </ul>	
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Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.