

City of Edinburgh Council job description

Post title	Operational Business Manager
Directorate	Edinburgh Health and Social Care Partnership
Service	Governance and Business Management function
Responsible To	Governance and Business Manager
Number of post holders	1

Purpose of job

To support the Governance and Business Manager (G&BM) to ensure the Edinburgh Health and Social Care Partnership meets governance and statutory requirements in a range of governance areas across the Partnership and management of operational governance arrangements for Strategic Planning function.

To lead and develop the Partnership's administrative support function aligned to the Strategic Planning team.

The what - major tasks and job activities

1. Lead the development of the Strategic Planning administrative support function, this will include managing a range of competing views and building consensus to achieve agreed outcomes.
2. Day to day line management responsibility for administrative staff in the service area in line with HR Policies and Procedures of NHS Lothian and Council.
3. Contribute and maintain a robust framework for corporate governance across the Partnership and managing the complexity of operating across two sets of standing orders (i.e. Council and NHS Lothian), ensuring adherence to standing orders, relevant terms of reference, and best practice.
4. Develop in conjunction with the G&BM Partnership arrangements in relation to governance, risk management, resilience, assurance and governance and develop reporting mechanisms and provide support for the ongoing development, modernisation and integration of key governance systems, and look at opportunities to exploit and embed new technology whilst balancing risk.
5. Work closely with the G&BM and other Partnership Business Managers to take on specific lead roles and defined projects on behalf of the G&BM as well as Strategic Planning.
6. Develop, monitor and review protocols and standard operating procedures (SOPs) to ensure consistent approaches and compliance with EHSCP, City of Edinburgh Council, NHS Lothian and national guidance, policies and

- procedures and SOPs.
7. Lead and contribute to the development and implementation of the Partnership's approach to risk management, supporting teams to ensure that risks are adequately recorded, monitored and mitigated across the Partnership and risk registers are in place.
 8. Lead and implement improvements to the Partnership's approach to business continuity planning, which include supporting training and exercising, scenario testing, reviewing policies and procedure and supporting team to ensure appropriate business continuity arrangements are in place and regularly reviewed.
 9. Support managers within Strategic Planning to ensure risk assessment/s, incident management and assurance reporting is in place for health and safety.
 10. Work closely with the Governance and Business Manager to develop and implement information governance arrangements in the Partnership, NHS Lothian and the Council and ensure compliance with relevant legislation. This will include supporting services subject to data breaches and ensuring any learning and improvement actions are progressed.
 11. Co-ordinate the management of assurance processes across the Partnership, this may include Whistleblowing, External Audit, External Scrutiny bodies (e.g. Mental Welfare Commission, Care Inspectorate), and coordinating internal audit processes within the Partnership.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

- Evidence of post graduate education in business/management at SCQF level 10 or demonstrable experience.
- Expertise in good corporate governance, internal control and risk management, through initiating, leading, facilitating and evaluating the development of systems and practices.
- Will work independently, showing initiative, prioritising their own workload, with the delegated authority taking independent operational decisions with own staff or within key result areas and represents / deputise for the G&BM at meetings as appropriate.
- Decision making in relation to difficult and complex situations across the Partnership e.g. systems failure, business continuity proceedings in emergency situations, and ensuring that situations are escalated and recorded appropriately.
- Communicating and managing expectations from a range of different stakeholders in a complex environment (e.g. prioritisation of multiple work requests).
- Influencing and contributing toward significant change programmes within the G&BM and wider Strategic Planning function.

- Prioritising and balancing competing demands while ensuring agreed timescales are met in a dynamic situation e.g. direct input and change management whilst also balancing competing demands for senior management of external partners to ensure objectives are met.
- Managing multiple work-streams within a complex and highly sensitive political environment, including integration of Health and Social Care ensuring that, wherever possible, the outputs from public and political engagement impact positively on the final outcomes.
- Managing and supporting staff to ensure efficient service delivery whilst developing a cohesive team and maintaining staff morale, especially during periods of change.

Environment - work demands, physical demands, working conditions, work context

- Regular requirement to maintain concentration for long periods; for example, analysis of complex data, preparation of reports and business cases, participation in meetings.
- Managing diverse workload priorities – tight timescales and scope for regular interruption and diversion to higher priority issues.
- Concentration require when interpreting performance data.
- A high degree of personal resilience is required, especially in relation to the interpretation and application of complex policies and decisions, often at times of significant organisational change and in a turbulent and politically driven environment.
- Managing conflicting priorities between senior managers and allocating resources in response.

Supervision and management of people

Staffing Responsibilities: Line management of the admin support for the service area of up to 6 FTE employed by both NHS and Council.

Resources the job holder will be responsible for

Financial Responsibilities: Authorised budget signatory for £5,000 including supplementary staff, purchases orders, expenses, minor works.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.

2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).