Corporate MSK Service Lead

## Job details

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| Job title: | Corporate Service MSK Lead |
| Department: | Corporate MSK |
| Location: | Remote |
| Reporting to:  (job title only) | Operations Director - Corporate |
| Direct reports:  (job title only) | Operations Managers  Systems & MI Lead  Clinical Governance Lead |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | The purpose of this role is to ensure profitable, efficient and effective delivery of the Corporate MSK service to our customers under appropriate governance and quality procedures. |
| Role and Responsibilities: | **Operational**   * + Through key performance measures and the P&L, provide operational and financial accountability for all processes and outcomes across the service.   + Continuous improvement of operational systems, processes and policies to deliver company objectives efficiently and effectively, in line with customer and business needs.   + Through capacity management and forecasting, ensure that the service has sufficient resource to service current and projected business volumes, optimising utilisation of directly employed and third-party clinicians.   + Provide agreed performance measures and updates on the operational, clinical and financial effectiveness of the service.   + Reporting of service financial and operational performance to key stakeholders within the business from the Executive Management Team through to individual team members within the service   + Accountable for continual improvements in service delivery through service propositions, supporting entry into different markets, and expansion of services in line with business growth and progression.   + Ensure that all employees are performing at the level required by the business and its customers.   + Working in partnership with Clinical Governance, accountable for clinical standards of MSK Corporate employees and practises to ensure safe clinical practise across the service.   + Monitoring and reporting on the clinical governance of the service, including auditing, complaints and training   + Accountable for the successful mobilisation and implementation of new business in partnership with business wide stakeholders   + Accountable for all health and safety requirements across the service   **Financial**   * + Financial accountability for the revenue and profitability of the service.   + Responsible for setting budgets, re-forecasting and adjusting the delivery of the service to achieve these targets.   + Ensuring operational efficiency within the service through ongoing cost reviews and effectively implementing any potential cost savings   **People**   * + In partnership with operations managers, accountable for the recruitment and training of new employees into the service, in line with budget and business requirement.   + Manage and develop direct reports in line with personal development and business requirements.   + Conduct appraisals for direct reports and ensure that all appraisals are completed across the service as required.   + ‘Hands on’ people management to ensure all employees within the service feel engaged, supported and valued.   + Ensure that the wider team are supported in their clinical and professional progression through: training and development opportunities, project work, peer support and mentoring   **Customer**   * + Ensure that all relevant customer SLA’s and KPIs are met and exceeded across the service   + Support the Business Development and Account Management team, where applicable, in tenders, presentations, commercial modelling and customer meetings.   + Accountable for all customer complaints and critical incidences across the service.   + Ensure delivery of services to clients in line with contractual commitments   + Contribute to the retention of customers through achieving service excellence, alongside meeting and exceeding contracted commitments.   **Developments**   * + Accountable for leading related business change management in line with the strategic objectives and developments required as part of a growing business.   + Play an active role in the direction of the MSK service with respect to developments in service propositions, acquisitions, organic growth and operational processes.   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice   Any other reasonable duties as required. |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * + Developing budgets and writing business plans |  |
| **Skills/knowledge** | * + Good analytical skills with ability to interrogate and use data to support change   + IT literate – intermediate level minimum |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Team player with personal impact and good people skills   + Good negotiator and commercial thinker   + Able to work under pressure and against challenging timescales   + Can demonstrate creativity and innovation   + Current driving licence   + Evidence of values that are consistent with the NHS constitution.   + Interpersonal skills to engage and develop working alliances with colleagues and patients.   + Evidence of an openness to learning new knowledge and skills.   + Excellent verbal and written communication skills   + High level of enthusiasm and motivation   + Excellent time management skills |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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