



Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

SECTION IDENTIFICATION

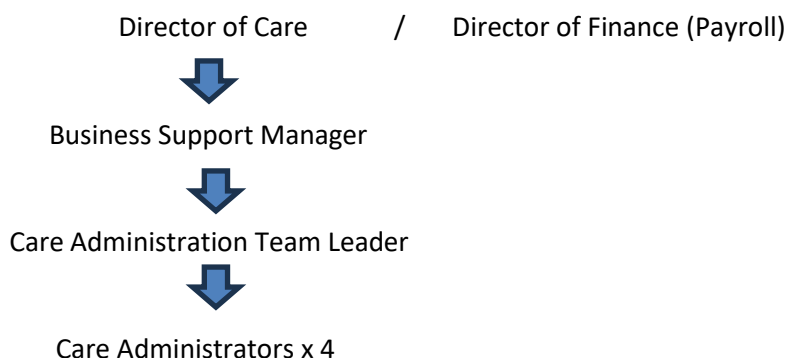
Job Title:	Business Support Manager
Responsible to:	Director of Care
Grade:	Hospice Band 5
Hours:	37.5 hours per week
Contract Type:	Permanent
Team:	Care Services
Location/Base:	384 Woodborough Road, Nottingham. NG3 4JF

SECTION 1 – JOB SUMMARY

The Business Support Manager role is responsible for the effective and efficient operation and coordination of the hospice's business systems, clinical administration, operational reporting and data analysis. You will report to the Director of Care and ensure that they have accurate, timely and accessible information to support the delivery of patient and client services, workforce planning and regulatory requirements. In addition, you will support the Director of Finance with the processing of the monthly payroll.

The postholder will oversee the Care Administration team and directly manage the Care Administration Team Leader, ensuring that administrative processes are efficient, consistent and responsive to patients, families and staff.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Ensure Nottinghamshire Hospice's commitment to equity, diversity and inclusion is embedded in all areas of business support practice.
- Act as a champion for equity, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to business support.
- Coordinate the production of timely clinical and operational reports, working closely with clinical leadership roles.
- Support hospice governance and compliance by providing operational assurance that data held by the hospice is accurate, staff have the correct access levels, records can be audited and data quality issues are identified and addressed.
- Ensure the clinical rostering system (RotaCloud) contains accurate data to ensure the efficient running of services, accurate workforce planning and collation of shift payments for payroll purposes. Involves liaison with data inputters and providing additional training and support where required.
- Develop dashboards, present management information and analysis/commentary to support senior leadership decision-making and their involvement in relevant committees and contracts. This includes the extraction and presentation of data from SystmOne – the hospice's system for recording patient data.
- Directly manage the Care Administration Team Leader and support them with the development of the Care Administration team in terms of skills and efficiencies within duties.
- Lead and support continuous improvement initiatives aimed at identifying systems inefficiencies, streamlining and standardising approaches, increasing efficiency and reducing manual processes.
- Support the Director of Finance with the monthly processing of in-house payroll. This includes data inputting, validating and checking of data, acting as an operational point of contact for the payroll, investigating payroll discrepancies and adhering to payroll processing deadlines.
- Design and deliver in-house staff training and support to ensure accuracy of data within various systems.

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Able to demonstrate how you meet the Hospice values of Compassion, Trust and Ambition.
- Experience of managing or coordinating administrative functions.
- Strong IT skills including “super user” level of skill for multiple systems and software including Excel.
- Strong data analysis skills with the ability to spot errors and data trends.
- Experience producing and analysing management information.
- Experience with workforce/rostering systems.
- Experience with payroll systems / processes.
- Excellent organisational and project-management skills.
- Ability to work with clinical and non-clinical staff.
- Experience of carrying out duties that require careful consideration of confidentiality, information governance and data protection.
- Proven track record of analysing business processes, identifying inefficiencies, and delivering continuous improvements that streamline operations, enhance consistency, and improve service delivery.

DESIRABLE

- Experience of PowerBI/Power Automate
- Experience with clinical information systems

SECTION 5 - WORKING CONDITIONS / EFFORT

- Working at a VDU/PC for a large part of the role.
- Sitting in same position for periods of time.
- Busy workload with interruptions from staff enquires, telephone calls and emails.
- Based in historic building therefore lift not available.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person’s responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection which may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details that the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

DIVERSITY, INCLUSION AND BELONGING

Nottinghamshire Hospice is committed to fostering a culture of equity, diversity, inclusion and belonging across our workforce and in the way we care for our patients, families and communities. We are continually learning and evolving to create a working environment in which people belong and thrive. We actively challenge discrimination and work together to create an environment where all voices are heard, and everyone has a genuine sense of belonging.

We warmly welcome people from all backgrounds, recognising that diverse experiences, identities and perspectives strengthen our organisation and enrich the services we provide. We particularly encourage applications from people within minoritised ethnic communities, people with disabilities, and men, as these groups are currently under-represented within our workforce.

Our Diversity, Inclusivity and Belonging Policy is available on the Hospice's Intranet. It applies to all Nottinghamshire Hospice staff, and we rely on each member of our team to champion these principles in their everyday work—treating all individuals with dignity and respect, and reporting any behaviour that does not align with our values or that discriminates on the basis of protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular Progress & Achievement Conversations (PAC), including setting and reviewing objectives and developing/implementing personal development plans for all staff to enhance and support their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the UK General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with

all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.