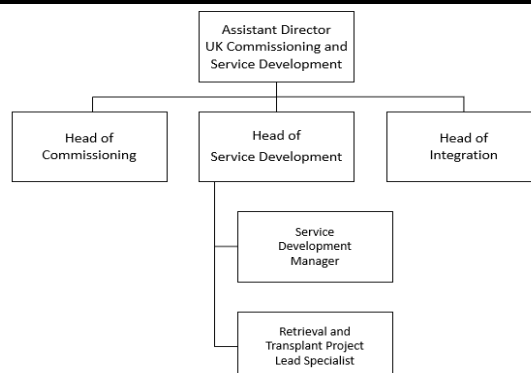


NHS BLOOD AND TRANSPLANT - JOB DESCRIPTION

Post Details	
Title of Post:	Service Development Manager
Grade:	Band 8a
Directorate / Department:	Organ and Tissue Donation and Transplantation (OTDT) - Commissioning
Accountable to:	Head of Service Development
Main Job Purpose	
<ul style="list-style-type: none"> • Service Development Manager as a member of the Commissioning and Service Development Team has responsibility to work with Assistant Director – UK Commissioning and Service Development, Associate Medical Director (Retrieval), Associate Clinical Lead Organ Retrieval, Head of Transplant Development and other senior staff within the OTDT Directorate to ensure the delivery of outputs aligned within the strategic and business objectives within the SCORE Programme (Retrieval Technology), managing these outputs to timely and successful conclusions and implementation. • There will be considerable autonomy and responsibility for specific projects and initiatives associated with the Organ Donation and Transplantation 2030: Meeting the Need Strategy and developments within redesigning and future proofing capacity and capability within NORS (National Organ Retrieval Service). The post holder must exercise a high degree of independent judgement and initiative, be able to work under pressure and can prioritise their own workload. • They will respond to requests for advice / involvement with problem solving situations that arise from the development of initiatives and projects supporting the delivery of the Strategy. • The post holder will be accountable for ensuring the delivery of initiatives, projects, and specific tasks as they arise and will be seen to be credible and possess and in-depth knowledge and understanding of Service Development and an understanding of organ donation and retrieval services. • The post holder will work closely with the Assistant Director – UK Commissioning and Service Development, Head of Service Development and chair of the ANRP Steering Group to deliver the key deliverables in the SCORE Programme: relating to Retrieval Technology: initially leading the defining, planning and implementation of the roll out of the Abdominal Regional Normothermic Perfusion (ANRP) Business Case, ensuring that all strands of work are aligned. • The post holder will also ensure that there is accurate and open communication and co-ordination with a range of organisations and individuals; considering appropriate language and methods of communication should they experience resistance. They will also undertake regular research, drafting correspondence and papers and ensure the management of specific tasks, lead reporting and analysis across a range of specialties, functions, and projects. • The post holder will be required to identify and undertake work on their own initiative, handle competing workload demands working independently. • To succeed in this role, the post holder will need to develop working relationships with both internal and external stakeholders, engaging with them to support the achievement of objectives, ensuring accountability to performance measures in a range of projects. 	

Organisation Chart



Key Duties and Responsibilities

The Service Development Manager role requires an understanding of project management, clinical pathways and has developed organisational and planning skills. A summary of the key responsibilities is below but this is a dynamic and challenging role where the post holder will be given broad objectives and the ability to respond to new initiatives and projects is paramount.

Project and Work Initiatives

1. Contribute to the implementation of the Organ Donation and Transplantation 2030: Meeting the Need Strategy, NORS Novel Technology review recommendations and service development through management of the relevant Oversight Group/Project Board providing advice, effective implementation, monitoring, and evaluation through to the development of associated strategy and business planning arising from the programme to support the Organ Donation and Transplantation 2030 Directorate Strategy. This includes the responsibility of ensuring several working groups have the evidence base to underpin decision making and recommendations for implementation.
2. Be the business lead support for a variety of projects, initiatives, and specific responsibilities as they develop during the implementation of the SCORE Programme, for example implementation of the NORS element of the programme, ensuring effective planning, engagement, analysis, management information, implementation, monitoring, and evaluation.
3. Facilitate the achievement of the overall goal of the project which includes as a summary of responsibilities:
 - Create effective plans for the development, monitoring, and delivery of agreed outputs.
 - Ensure key metrics that assess the impact of agreed and delivered outputs are put in place.
 - Effectively coordinating and influencing the work of key individuals within organ donation to ensure deadlines agreed within delivery plans are achieved.
 - Liaising where appropriate with external groups and stakeholders.
 - Managing face to face and telecom meetings, produce agendas and maintain minutes, action points etc.
 - Producing, where relevant, draft letters and documents reporting to relevant project groups.
 - Ensure that the needs of all internal and external stakeholders are adequately represented in conjunction with the Assistant Director – UK Commissioning and Service Development and the Associate Medical Director (Retrieval) (or their deputies).
 - Reporting to relevant project groups.
4. Work with key stakeholders internal and external to NHSBT using effective professional leadership, negotiation, and influence on effect the implementation of specific projects or initiatives the post holder is working on or holds responsibility for as the business lead. These include senior clinicians and managers throughout the NHS.

5. Represent and act as a strong advocate for the Commissioning and Service Development Team and where appropriate the wider Directorate and NHSBT.
6. Chair appropriate working groups as necessary, ensuring effective leadership of the group through to management of outcomes.
7. Undertake formal presentations and workshops with groups to update and engage staff in the work of the project/initiative. Effectively manage conflict arising from challenging barriers to change across the organisation, facilitating positive channels of communication that promote feedback.
8. Interpret highly complicated and involved information such as national guidance and policy, ensuring that such information is disseminated via channels and formats that facilitate understanding at all levels of the directorate, where no precedent exists.
9. Actively seek to minimise boundaries between services both within and outside of the Organ and Tissue Donation and Transplantation Directorate.
10. Development of project-based documentation which meets information governance and NHSBT Project Cycle requirements which is accurate and to deadline.
11. To develop and implement supporting strategies and national or directorate policies which support the outputs of the working groups and initiatives to ensure effective implementation of strategic objectives of the Organ Donation and Transplantation 2030 Strategy.
12. Responsible for research and preparation of correspondence and complex papers, as required to support the implementation of the NORS Workforce Transformation Project Board within the role. Frequently required to check accuracy and validity of important documents and detail reports.
13. Provide advice and expert knowledge on specific projects and initiatives relating to Service Development, to the Assistant Director Management team colleagues.
14. Maintain credibility and competence by being up to date in all aspects of organ donation and retrieval.

Supporting the ANRP Clinical Leads

15. Working with the Associate Medical Director (Retrieval) and relevant Chairs and Leads, establish, and implement a full training curriculum for all NORS ANRP staff, maintaining accurate data on individual team performance and adherence.
16. Management of the delivery of the training curriculum for all NORS staff
17. Produce an annual summary of all education/training planned and undertaken for all NORS ANRP staff.
18. Co-ordinate the analysis and review of clinical queries to help develop strategies for evidence based best practice.

Financial

19. Authorised signatory and responsibility for approving expenditure within an allocated budget e.g. SCORE (NORS element) and budgets associated with working groups.
20. Monthly financial monitoring and reconciliation of spend.
21. Maintain credibility and competence by being up to date in all aspects of retrieval and associated retrieval and associated financial and funding issues.

Other

22. The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role.
23. The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the directorate and the Organisation,
24. You are required to ensure that you follow health and safety policies, risk assessments and safe systems of work to ensure your safety and the safety of others. Managers will address the health, safety, and wellbeing of any staff they are responsible for, in proportion to the level of risk in their department and promote a positive safety culture.
25. Any other duties within the general scope of the post as and when required.

