



Job Description

Job Title	Local Area Manager
Band	Band 8b
Department	Service Delivery
Directorate	Operations
Responsible for	As part of the senior team to manage the Directorate, you will be responsible for leading the operational management team for a specific hub location (See below) whilst working as part of the wider Sector Management Team. This role provides the lead for the operational management of all frontline resources. This includes the general management for circa 150-250 (Hub dependent) staff who deliver a range of support services including uniforms, administration, HR, Finance, data/analytics, staff development, performance delivery, implementation of operational improvements, budget responsibilities, coordination of local cross directorate working and partnership working with other stakeholders both internal and external to the trust.
Location	Harlow, Peterborough and Ipswich. The post holder may be required to work from other locations on occasion.

Job Summary



The Local Area Manager is a key role within the Directorate and will provide, effective leadership and direction to all staff and managers within a specified sector. The post holder will work with the Sector Manager to ensure the implementation, and future development, of EEAST's Clinical/UEC strategy, focusing internally on Trust development.

The post holder will hold the Deputy Local Area Managers within their sector to account for ensuring operational and clinical performance, to achieve national performance standards and local Key Performance Indicators, which support optimal clinical outcomes, and best patient experience and safety.

The post holder will contribute to the service planning process of the Trust and will be involved in a number of key strategic and operational developments, including significant business change processes. They will be responsible to the Sector Manager, for the management of a defined geographical sector, aligned to one of six ICSs. This will require an ability to communicate clearly and concisely within the organisation and with external agents.

In collaboration with the Sector Clinical Leads, and wider Medical/Clinical Directorate, ensure continuous evaluation of clinical activities, standards, and service development. Assist and support the development of a culture of lifelong learning and research within operations, ensure the clinical quality agenda is continuously developed and evaluated at a local level through clinical audit and to be responsible for clinical performance in the designated sector.



How This Role Will Work

- To work in conjunction with the Sector Manager to manage staff and provide direction and leadership to Management Teams and operational staff, ensuring Key Performance Indicators are achieved.
- To continually monitor and assess service requirements and negotiate with other Deputy and Sector Managers, facilitating adjustments, where required, to ensure optimum planning of services across the Trust.
- To participate in an on-call rota, attend special public events and major incidents and be Tactical Command for major incident management across the Trust (Training will be provided).
- To ensure that the Trust is in a state of readiness to respond to a large scale or major incident and ensure that operational staff are kept informed of recent changes and developments in this area.
- To contribute to, support and deliver effective management of all contracts within your sector, monitoring performance against agreed standards and national targets. Formulate and enact plans to rectify performance issues against contract standards.
- To be responsible for ensuring that any identified risks to service delivery, patient safety, performance, and finance, are reported to the Sector Manager. Develop actions to mitigate impact on the Trust and obtain agreement from the Sector Manager to implement as appropriate. Monitor and evaluate effectiveness.
- Ensure effective fleet management and vehicle maintenance in line with Trust policy.
- Positively impact upon hospital turnarounds and non-conveyance rates.
- To be responsible for ensuring adequate cover to meet service demand, national response time standards, and to develop and implement service improvement plans to ensure this is maintained.
- To monitor operational performance against performance indicators, setting clear targets and trajectories to take corrective action, where necessary.
- To deputise for the Sector Manager as and when required.

The above is only an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their Line Manager.



The job description and person specification may be reviewed on an ongoing basis, in accordance with the changing needs of the Department and the Organisation.

Key Working Relationships (examples, not definitive list)

- Internal staff including managers, colleagues and senior management, as appropriate.
- External staff from partner organisations and other NHS Trusts.
- Non-NHS organisations.
- Members of the public and service users, as appropriate.

Operational Responsibility

- The post is responsible for providing professional expertise to the outcome of the business processes for the Department or Directorate.
- The post holder will define current processes, facilitate discussions, and advise colleagues as to how best practice might be adopted in the definition of future processes, document those processes as they are agreed, and oversee their delivery.

Financial and Physical Resources Responsibility

- Budget holder for department/service.

Human Resources Responsibility

- Responsible as a line manager for single function, department/several departments

Information Management Responsibility

- Responsible for the operation of one or more information systems for department/ service, major job responsible

Planning and Organisation Responsibility

- Formulate long-term strategic plans, involving uncertainty, which may impact on the whole of the organisation.



Policy and Service Development Responsibility

- Responsible for policy Implementation and for discrete policy or service development for a service or more than one area of activity

Research and Development Responsibility

- Undertakes audits and surveys, as necessary, to own work.

Freedom to Act

- Works within general policies, needs to establish interpretation.
- Required to interpret overall health service policy and strategy.

Analytical and Judgmental Responsibility

- Highly complex facts, or situations, requiring analysis, interpretation, comparison of a range of options.
- Analyses a range of very complex situations which require deciding on the way forward where no precedent exists, or options conflict.

Communication Responsibility

- Provides and receives highly complex, sensitive or contentious information, agreement or cooperation required, presents complex, sensitive, or contentious information to large groups.
- Provides and receives highly complex, sensitive, or contentious information with significant barriers to acceptance in a hostile, antagonistic, or highly emotive atmosphere.

Physical Effort

- Combination of sitting, standing, walking.

Mental Effort



- Frequent requirement for concentration, work pattern unpredictable.
- Concentration required for checking documents and analysing statistics, managing conflicting priorities.

Emotional Effort

- Frequent exposure to emotional or distressing circumstances.
- Imparting unwelcome news to stakeholders, eg where performance targets have not been met.

Working Conditions

- Occasional exposure to unpleasant conditions.
- Office conditions.

Patient and Client Care

- Assist patients/clients during incidental contact.
- Contact with patients is incidental.

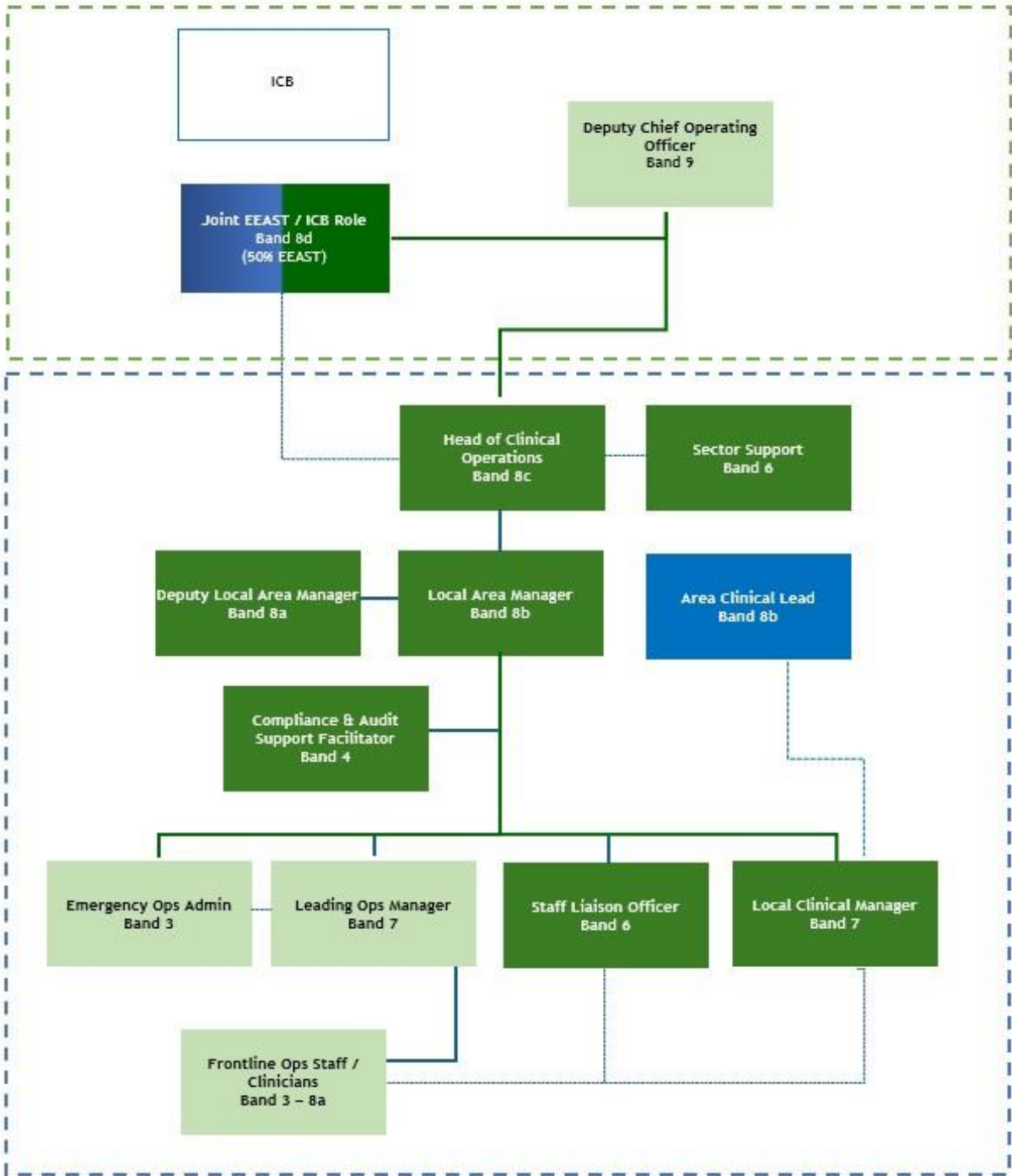
Safeguarding Children, Young People and Vulnerable Adults

Safeguarding children and vulnerable adults is everyone's responsibility. Whatever your role the welfare of children and vulnerable adults should be your concern. It is your duty to report any concerns through your line manager/designated Safeguarding Lead.

All EEAST staff are required to undertake safeguarding awareness training and to undertake additional training in relation to safeguarding relevant to their role.



Structure Chart





DBS Requirement			
Does this post require a DBS check to be undertaken?		Yes	No
If yes, please indicate what level of check is required:			
Basic	<input type="checkbox"/>	Enhanced	<input type="checkbox"/>
Standard	<input type="checkbox"/>	Enhanced with Child & Adult Barred list	<input type="checkbox"/>
For support and guidance on which roles require/eligible for a DBS check please go to: https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool or https://www.gov.uk/government/collections/dbs-eligibility-guidance			
Has the DBS level been approved by EVC Panel:	Yes		No
Date DBS level approved:			
Trust General Standards			



DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service Certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

Posts that are exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of your employment, may lead to disciplinary action under the Trust's Disciplinary Policy. Such action may include dismissal.

Flexibility: The post holder may be required to work at any of the Trust's sites, in line with service needs.

Infection Prevention and Control: All Trust employees have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the Infection Prevention and Control Policy, and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the Terms of Employment Contract. All staff must

safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date, and that errors are corrected or notified, as appropriate.

All staff must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff are required to adhere to, and act consistently with, all relevant health and safety legislation, and Trust policies and procedures, in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing, and the achievement of the Trust's objectives, in accordance with the Trust's Risk Management Strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic), and to undertake training as necessary.

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the Business Continuity Management System requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement



of the Trust's Business Continuity Management System. This includes communicating the importance of effective business management to their team(s), and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's Business Continuity Management System.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect, and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training, and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include full participation in a compassionate conversation, and identifying any reasonable adjustments you may need for learning, at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.

Standards of Business Conduct: It is the responsibility of all employees to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships, and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct, including its dealings with public and private sector organisations, and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties, or offer to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: EEASt is committed to delivering its services in a more sustainable way, encouraging staff and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.