

Matched Job Report

Job Title	Strategic Operations Manager (SOM)
Job ID	SCO20/MLPR418
Score	544
Band	8a
Status	Band Matched
National Profile	Professional Manager (Clinical, Clinical Technical Service) (Band 8a-b)

Job Statement

To provide an effective national tactical and operational management overview of the 3 Scottish Ambulance Service, Ambulance Operations Centres (Control Centres), and fall-back site if in operation. The Senior Duty Manager – National Overview will invariably be the senior ambulance manager on duty for the entire Service outside regular working hours.

1. Communication and relationship skills

National Profile Level: 5 (a) (b) **Selected Level:** 5

Factor Status: Matched **Score:** 45

National Profile Factor Description

****Provide and receive highly complex, sensitive or contentious information; barriers to understanding; agreement or co-operation required; present complex, sensitive or contentious information to large groups****

Communicates service-related information to senior managers, staff, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations.

Relevant Job Information

Much of the above communication is of a complex nature, often involving very sensitive issues regarding members of staff and the public and the interface with external stakeholders. May include direct conversations with Scottish Government officials. The types of information communicated would include highly sensitive and confidential personal, patient, clinical and staff information. May include information of a security sensitive nature, including criminality and suspected terrorist action.

Post holder is required to give formal presentations to the management team and is required to communicate and liaise with External Stakeholders, including Health Boards, emergency services and similar external bodies.

2. Knowledge, training and experience

National Profile Level: 6 **Selected Level:** 6

Factor Status: Matched **Score:** 156

National Profile Factor Description

****Specialist knowledge across range of procedures underpinned by theory****

Professional clinical knowledge acquired through degree supplemented by diploma level specialist training, management qualification or equivalent and experience.

Relevant Job Information

Operational management experience of at least five years, in a critical decision making environment and preferably previous experience within clinical setting.

As a lead specialist on duty within this area for the Service, to be able to advise other non-specialists, senior managers and stakeholders on the impact of demand on operational performance and service delivery.

Education to Degree level or equivalent experience.

Significant knowledge and experience of the Service.

3. Analytical skills

National Profile Level: 5

Selected Level: 4

Factor Status: Variation

Score: 42

National Profile Factor Description

Highly complex facts or situations requiring analysis, interpretation comparison of a range of options

Skills for analysis service, client, organisational, staffing issues

Relevant Job Information

The post holder will take an analytical overview of the utilisation of all physical assets, human resources, processes and systems to ensure that these are being managed efficiently and effectively to meet prevailing and anticipated national demand.

4. Planning and organisation skills

National Profile Level: 4

Selected Level: 4

Factor Status: Matched

Score: 42

National Profile Factor Description

Plan and organise broad range of complex activities; formulates, adjusts plans or strategies

Operational planning of service, business planning

Relevant Job Information

The post holder is accountable for the organisation and consistent deployment of resources to ensure the provision of clinically appropriate and legally compliant functions across the Service and will ensure that this is delivered within the Service's quality, performance and governance frameworks. The post holder will be responsible for chairing the regular national operations conference calls and for reporting and providing an overview of activity.

5. Physical skills

National Profile Level: 2-3 (a)(b)

Selected Level: 2

Factor Status: Matched

Score: 15

National Profile Factor Description

****Physical skills obtained through practice; Developed physical skills; advanced keyboard use; Highly developed physical skills, accuracy important; manipulation of fine tools materials****

Driving, keyboard skills/ skills needing accuracy and/or speed required for professional practice.

Relevant Job Information

Use of keyboard for data warehousing and retrieval.

6. Responsibility - patient/client care

National Profile Level: 7

Selected Level: 7

Factor Status: Matched

Score: 49

National Profile Factor Description

****Accountable for direct delivery of clinical, clinical technical or social care service****

Clinically accountable to trust for delivery of a clinical or clinical technical service

Relevant Job Information

To be directly accountable for the quality of clinical advice and support, clinical operational and technical decision making and support.

7. Responsibility - policy and service

National Profile Level: 4

Selected Level: 4

Factor Status: Matched

Score: 32

National Profile Factor Description

****Responsible for policy implementation & development for a service****

Responsible for proposing & implementing departmental policies; involved in development of trust policies.

Relevant Job Information

To ensure that Service policy and procedure is applied appropriately and that due regard is to the safety and welfare of patients and staff.

To recommend developments, improvements and innovations which contribute to the continuous improvement of command, control and communications across the Service.

8. Responsibility - finance and physical

National Profile Level: 4 (a) (c)

Selected Level: 3

Factor Status: Variation

Score: 21

National Profile Factor Description

****Budget holder for department/service/service procurement of physical assets or supplies for department/service****

Holds budget, monitoring, control for department, procurement of capital equipment, supplies.

Relevant Job Information

Authorised signatory for overtime and expenses claims and PECOS.

9. Responsibility - staff/HR/leadership/training

National Profile Level: 4a

Selected Level: 4

Factor Status: Matched

Score: 32

National Profile Factor Description

****Line manager for single function or department****

Manages staff of department, including recruitment, career development, performance, work evaluation

Relevant Job Information

Responsible for the management of ACC staff across three regional sites when on duty.

10. Responsibility - information resources

National Profile Level: 1

Selected Level: 2

Factor Status: Variation

Score: 9

National Profile Factor Description

****Record personally generated information****

Updates patient/client, work records

Relevant Job Information

To create and present high quality reports for senior managers and stakeholders based on research and data generated by the Service.

The post holder will be required to obtain and generate data (e.g. from the Data Warehouse) to produce reports and options appraisal for presentation to the Management Team.

11. Responsibility - research and development

National Profile Level: 1-3

Selected Level: 1

Factor Status: Matched

Score: 5

National Profile Factor Description

****Occasionally/regularly undertakes R&D; major job feature****

May undertake research.

Relevant Job Information

Carries out audits and surveys as necessary to own work streams.

12. Freedom to act

National Profile Level: 5

Selected Level: 5

Factor Status: Matched

Score: 45

National Profile Factor Description

****General policies, need to establish interpretation****

Operates independently, manages department, interprets organisational policies

Relevant Job Information

Objectives are set and agreed with the National / Deputy National Head of Ambulance Control Centres. Work is also self-generated by the post holder, as necessary to achieve objectives, including live decisions to meet patient and operational needs.

Work is reviewed via regular Team meetings, and annual performance development and review (appraisal).

13. Physical effort

National Profile Level: 1/ 2bd/3c

Selected Level: 2

Factor Status: Matched

Score: 7

National Profile Factor Description

****Combination of sitting, standing, walking; Frequent light effort for short periods; occasional/ frequent moderate for several short periods****

Effort required for carrying out clinical/ technical duties

Relevant Job Information

Significant periods of sitting in a restricted position when using command and control systems.

14. Mental effort

National Profile Level: 3a

Selected Level: 3

Factor Status: Matched

Score: 12

National Profile Factor Description

****Frequent concentration, work pattern unpredictable****

Concentration for e.g. analysis, writing reports, meetings, patient/client assessment, interruptions to deal with service issues

Relevant Job Information

Must be able to make effective decisions in response to a very dynamic, demand led environment, often with limited information.

15. Emotional effort

National Profile Level: 2-3(b)

Selected Level: 4

Factor Status: Variation

Score: 25

National Profile Factor Description

****Occasional distressing / highly distressing or emotional circumstances****

Deals with staff problems, patient complaints, conveys unwelcome news/ unexpected deaths

Relevant Job Information

Providing support and direction to a large team of people, dealing with distressing circumstances and staff under emotional stress.

Dealing with disciplinary and grievance issues.

16. Working conditions

National Profile Level: 2-3

Selected Level: 2

Factor Status: Matched

Score: 7

National Profile Factor Description

****Occasional/frequent unpleasant conditions****

Conditions relating to carrying out clinical/technical duties

Relevant Job Information

More or less constant use of computer screen (command and control system).