**Chief Operating Officer**

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| **Directorate** | University of Suffolk Dental Community Interest Company (CIC) |
| **Location** | James Hehir Building, Ipswich |
| **Salary** | Competitive |
| **Contract status** | Fixed Term |
| **Probation period** | 6 months |
| **Hours of work** | Full-time/Part-time |
| **Annual leave entitlement** | 25 days per annum, pro rata plus bank holidays |
| **Criminal convictions** | This post is subject to a DBS check |
| **Accountable to** | Chief Executive Officer |

**Job Description and Person Specification**

**About the University of Suffolk Dental Community Interest Company (CIC)**

The University of Suffolk Dental Community Interest Company (CIC) is an exciting Dental Social Enterprise and innovative collaboration between the University of Suffolk and the Suffolk and North East Essex Integrated Care Board, seeking to provide high-quality NHS dental services to the population of Suffolk through the brand new, state of the art clinical facilities situated on the scenic Ipswich Waterfront.

Embracing the latest technology and innovation, the facility will offer fully equipped surgeries, intraoral cameras, digital radiography, and access to CBCT diagnostics.

As a new provider of NHS dental care in the region the Dental Social Enterprise is well-placed to offer *ordinary dental care delivered with extraordinary care*. Our ethos is all about enabling dental care, improving oral health by increasing access to dental services and at the same time providing opportunities for those starting or continuing a dental career in the East of England.

In line with current good practice and optimum care delivery, an opportunity to deliver person-centered care with a focus on prevention, stabilisation, and disease management.

**Purpose of the job:**

To contribute to the development and implementation of the University of Suffolk Dental Community Interest Company (UoS Dental CIC) overall strategy and business plan whilst driving operational excellence to deliver financial sustainability.

**Main Duties and Responsibilities:**

**Strategic Leadership:**

* To work with the board and key stakeholders to develop an integrated strategy that is aligned with the UoS Dental CIC ethos and agenda.
* To be key lead in the development of the business plans and ensure their implementation within the organisation.
* To advise the board on operational matters with adequate financial experience to contribute to target setting in terms of revenue, profit and other key metrics.
* Work with clinical and operational teams to develop and implement robust performance management arrangements. Ensure effective reporting, management and appropriate escalation on all aspects of service performance including analysis, problem-solving, agreed actions and forecast. Where there are performance gaps or failures, lead and support teams to undertake agreed actions in a timely manner.
* To be responsible for the day-to-day operations of the UoS Dental CIC business, through the management team and to ensure that all legal and clinical objectives are met and where possible exceeded.
* To work with the Finance Business Partner to ensure sound financial management of the organisation by identifying opportunities to efficiently run and to reduce cost for the current UoS Dental CIC activities.
* To actively participate at Board meetings and prepare appropriate reports and presentations to highlight performance in order to facilitate discussion and ensure sound decision-making.
* To develop strong relationships with customers, partners and stakeholders, providing appropriate and relevant information, advice and guidance, resolving complex issues through creative and unique solutions that support the strategic needs of the business.
* To proactively network with partners internally and externally
* To engage with social enterprise regionally and to ensure achievement of UoS Dental CIC’s social enterprise objectives (serving the needs of local communities through the activities of UoS Dental CIC).
* To raise the positive profile and good reputation of the UoS Dental CIC through acting in an ambassadorial and representational capacity in their engagement locally, nationally and internationally.
* To proactively lead a team of managers across the organisation to ensure high performance levels from all teams within the business, and the excellent standards of care for patients and the support of students, as well as working within the national statutory frameworks for the delivery of healthcare and education.

**Professionalism, Leadership and Management:**

* To be responsible for promoting the Organisation’s values and high-performance standards both individually and as a team, in the achievement of our strategic objectives and priorities
* Act within the General Dental Council’s (GDC) ethical guidance and standards commensurate to that of a dental professional.
* To build a strong external image of clinical excellence for the organisation and create opportunities to enhance the profile of the social enterprise and its services, ensuring high social responsibility.
* Act within other professional laws and systems including Health and Safety, Freedom of Information Act and Data Protection Legislation.
* Observe all policies and procedures and maintain the Staff Confidentiality Code of Conduct at all times.
* Follow and implement clinical policies and procedures to comply with legislation.
* Apply safe working practices and take responsibility for own actions.
* Support other members of the dental and wider healthcare team in the interest of service users.
* Demonstrate a commitment to lifelong learning through education, training and practice against agreed occupational standards and in accordance with GDC guidance.
* Apply an evidence-based approach to learning, practice, clinical judgement and decision making and utilise critical thinking and problem-solving skills.
* Take responsibility for personal development planning and reflective practice.
* Maintain professional behaviour and appearance, including being punctual and polite.
* Effectively manage own time and resources.

**The duties of this post may vary from time to time as a result of new legislation, changes in technology or policy changes. In this case, appropriate training may be given to the post holder to undertake this new varied work.**

**Person Specification — Selection Criteria**

How evidenced/assessed: A = Application Form I = Interview T = Test

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| **Criteria** | **Essential** | **Desirable** | **How Evidenced / Assessed** |
| **Education and Qualifications** | * Educated to Degree level or able to demonstrate equivalent experience * Postgraduate Qualification in a Management Discipline (or able to demonstrate equivalent experience) | * Management experience at senior/Board or equivalent level * Experience of working in a leadership capacity in a Dental setting * An appreciation of the complex political dental environment * Knowledge of dental governance system in England and working knowledge of NHS England dental care commissioning. * Experience of delivery in primary dental care setting | A, I |
| **Strategy Formulation** | * Ability to contribute to organisation strategy and translate into operational business plans for delivery. * Ability to take a broad-based view of issues and events, and have an understanding of their longer-term impact or wider implications * Extensive experience in a senior management/operational leadership role within the NHS * Ability to translate strategies into operational activities and measurable outcomes of success |  | A, I |
| **Relationship Management** | * Ability to establish and maintain positive and effective working relationships with key stakeholders and to facilitate the CIC goals * Ability to influence or persuade others to gain acceptance or agreement with ideas and approaches * Experience of managing and developing personnel including appraisal, performance and recruitment * Experience of conflict resolution & handling complaints |  | A, I |
| **Financial and Business Skills** | * Experience of producing and analysing healthcare data, delivering associated clinical activity and quality assurance reports, together with compliance and governance data * Proven understanding of budget setting and experience of delivering healthcare-business objectives within tight budgets | * Experience in the preparation, completing and bidding for NHS service delivery contracts | A, I |
| **Governance/Management** | * Ability in implementing and delivering on directors’ decisions and policies * Understands the interface between the role of directors, management and clinical delivery * Works with managers and colleagues to continually improve the quality of service delivery within the overall organisational governance frameworks and corporate objectives. |  | A, I |
| **Overall Management Style** | * A transparent and supportive approach to all matters impacting on staff and service user. * A commitment to personal values and standards which match those of the Social Enterprise. * Demonstrate understanding and commitment to equal opportunities, equity, and the promotion of cultural competency * No blemish or previous misconduct that would preclude appointment in a post requiring reference to the CRB. |  | A, I |
| **Communication skills** | * Excellent oral and written communication skills * Ability to assimilate complex issues and use appropriate communication strategies to influence wide and diverse audiences. * Clear evidence of an ability to build reputation in the community and to promote teamwork in the delivery of services. * Demonstrable analytical skills and an ability to present complex information, analyses and recommendations to a variety of audiences |  | A, I |
| **Personal Organisation** | * Capable of prioritisation and time management * Resilient and able to work under pressure * Ability to confidently represent the CIC in partnership and on national level platforms * Familiarity with IT applications and reporting tools to support own work |  | A, I |
| **Problem Solving and Analysis** | * Demonstrate ability to problem solve and delivery of sustainable solutions * Ability to manage complexity, exercise judgement to draw correct conclusions and articulate clear and focused policy, supported by logical, structured arguments, to wide audiences * Ability to understand issues and make systematic and rational judgements based on the facts and evidence available, possibly without access to all relevant information, and in the face of financial challenge |  | A, I |

**GeNERAL TERMS OF EMPLOYMENT**

**Professional Registration**

If professional registration applies, the post holder should work in accordance with their professional body’s Code of Conduct. Evidence of continuous registration is a requirement of employment with University of Suffolk Dental CIC.

**Probationary Period**

Dental Social Enterprise operates a 6 month probationary period in accordance with its policy and procedure on Probation Periods.

**Personal Development**

The post holder will be expected to undertake ongoing personal and professional development commensurate with the responsibilities of the post. It is specifically expected that the post holder will avail him/herself of any opportunities of mentorship and development offered.

**Role Development**

The duties and responsibilities contained within this job description are indicative but not exhaustive. The post holder may be required to undertake other work consistent with their grade. As Dental Social Enterprise develops the requirements of the post may change. The post holder will be fully involved and consulted as such changes occur.

Legal and statutory requirements

The post holder must be aware of and adhere to Dental Social Enterprise policies and procedures that are relevant to their post

Confidentiality and the Data Protection Act 1998 – the post holder will be expected to maintain complete confidentiality as a condition of employment. Information relating to service user, other staff or which is acquired for the purposes of employment may only be disclosed with the express permission of the appropriate manager.

All staff must comply with the Equality Act 2010 and must not discriminate on the grounds of age, disability, race, nationality, ethnic or national origin, gender, religion, beliefs, sexual orientation, domestic circumstances, social and employment status, gender reassignment, political affiliation or trade union membership or any other grounds.

Safeguarding Vulnerable Children and Adults and Promoting their Welfare

All staff are expected to;

* Adhere to Dental Social Enterprise and Local Safeguarding Children Board policies/procedures and professional codes in relation to safeguarding children and vulnerable adults.
* Undertake the appropriate level of mandatory training in this area.
* Report any concerns to the appropriate authority.

**Care Quality Commission (CQC)**

All staff of Dental Social Enterprise are required to participate in the collection of evidence to support the organisation’s CQC registration requirements.

**Infection Control**

All staff have duties under the Health and Safety at Work etc. Act 1974, and Management of Health and Safety Regulations 1999, which have a bearing on the prevention and control of infection, in particular:

While at work, every Dental Social Enterprise staff must take care of the health and safety of themselves and of other persons who may be affected by their acts or omissions.

All staff must comply with infection control policies and protocols and recognise their responsibility to their service user and colleagues in maintaining high standards of hygiene practice.

Staff have a duty not to intentionally or recklessly interfere with or misuse anything provided for in the interests of health, safety and welfare.

Staff are required to use correctly all work items provided by Dental Social Enterprise, such as machinery, equipment, dangerous substances and safety devices etc. in accordance with the training and instructions they receive to enable them to use the work items safely.

Staff are required to bring to the attention of Dental Social Enterprise managers, without delay, any work situation which might present a serious and imminent danger to themselves or others. Staff should notify Dental Social Enterprise managers of any shortcomings in health and safety arrangements, even when no immediate danger exists, so that Dental CIC can take what remedial action is necessary.

**Service user and Public Involvement**

As part of its ongoing commitment to improving service user experience and involving local community members in service development, all staff working for Dental Social Enterprise are expected to be proactive in identifying community priorities and issues, in line with the Dental Social Enterprise strategy for service user and public involvement.

**Records Management**

Every staff is expected to keep accurate and well maintained records that meet the requirements of the Dental Social Enterprise records management strategy and in accordance with any relevant legislation, such as the Freedom of Information and Data Protection Acts.