



Falkland Islands Government – Job Description

Job Title:	Hospital Manager		
Department:	Health & Social Services	Section:	KEMH
Reports to:	Director of Health and Social Services		
Grade:	Falkland Islands Government Grade - A	Job Code:	216HM1

Job Purpose

Reporting to the Director of Health and Social Services and working closely with the Chief Medical Officer and Chief Nursing Officer, the postholder will be responsible for managing the following key non-nursing and non-medical operational services in the King Edward VII Memorial Hospital (KEMH): All services/Departments required to support In-patient & Out-patient Secondary Care and Primary Care including pathology, pharmacy, allied health professionals, dental, administrative and clerical support and hard and soft facilities.

The post holder also deputises for the Director of Health and Social Services as required and is also part of the Department's Senior Management Team (SMT).

Main Accountabilities:

Operational and Strategic Accountabilities

- Lead the management of the operational services, by taking a pro-active approach to operational planning, assisting the Director in the provision of directorate and business unit plans, ensuring continuous improvement and the provision of effective management systems, processes and structures in line with corporate policies.
- Plan and implement strategic changes to improve service delivery.
- Ensuring the effective management of the Hospital's finances with budget holders, managing within the agreed budget and adhering to Financial Instructions, as well as overseeing the purchasing of equipment and supplies to ensure value for money is achieved.
- Ensuring effective recruitment, selection, induction, appraisal and development of staff, reporting to the post holder and providing support the CMO, CNO, and Senior Dental Officer (SDO) with recruitment of staff as necessary.
- Responsible for Major Incident Planning.



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Main Accountabilities: *(continued)*

Operational and Strategic Accountabilities

- Lead on service and capital programmes; ensuring that the operational services continue to function within a safe environment and is responsive to changing Healthcare demands and situations.
- Ensuring appropriate and effective use of resources, including the maintaining of effective out of hours, clinical and managerial on-call rotas shift patterns and working practices to gain maximum efficiency.
- Develop and implement relevant new operational policies and procedures as necessary.
- Ensuring systems are in place for extrapolating data for quality assurance and monitoring purposes and monitoring and analysing such data for use in planning and managing both projects and systems (whilst ensuring quality of service and value for money is delivered for patients, the government and the Islands).
- Liaising and negotiating with medical and non-medical staff internally on relevant issues and projects, (often at the most senior levels) and with people in external organisations e.g.; voluntary groups, the Ministry of Defence (MoD) and the private sector.
- Attending meetings, writing reports and delivering presentations to a variety of audiences.
- Representing the Hospital on committees and representing the views of department and teams and handling communications and corporate affairs i.e. in effect being the 'public face' of the Hospital.
- Managing premises, catering, cleaning, portering and security, (often via sub-contractors).
- Participating in and, when required, leading projects as agreed with the Director.
- Continuing to develop, agree, achieve and report on key hospital performance indicators.
- Ensuring the Estates team manage and deliver a planned maintenance programme for the Hospital and that all Hospital equipment replacement programme, equipment inventory, planned replacement scheme is maintained in a systematic way.
- As part of the Health and Social Services Directorate's Senior Management Team, contribute to the immediate and long term overall strategic direction of the department. This includes promoting, facilitating and provide strategic direction in the development and implementation of a customer-oriented philosophy towards the provision of FIG's Health services, problem solving and breaking down barriers to the effective delivery of these services.
- Support the work of the department, including providing policy advice to the Chief Executive, Corporate Directors and Members of the Legislative Assembly.



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Main Accountabilities: *(continued)*

Corporate Accountabilities

- Demonstrate and use effective leadership and decision-making skills in order to support and develop staff, and to ensure effective communication across a range of internal and external stakeholders.
- Deal with complex, politically sensitive, contentious or controversial issues that arise from within the service area.
- Ensure effective partnership working with all key stakeholders, including across FIG, the local community and others and developing and maintaining effective working relationships with the Healthcare Governance Facilitator, the Primary Care Manager, the Social Services team, Director of Emergency Services and the senior management team at the Mount Pleasant Complex (MPC) including their Senior Medical Officer and the freight forwarders and hospital supplies services based in the UK.
- Ensure effective overall management of service budget and provide direct representation on all relevant bodies as necessary.

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Criminal Record Checks - This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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Person Specification:	Hospital Manager		
Criteria	Essential	Desirable	Assessment Method
Qualifications and Training			
Well educated - to first degree level or equivalent in a relevant Health field	✓		A
A relevant professional qualification such as a Business Studies degree, MBA or MSc, in Health & Social Care		✓	A
Knowledge, Skills and Experience:			
A minimum of 10 years' recent, successful operational experience running a hospital or a comparable level of senior management experience running multi-disciplinary teams at a similar level in an associated, relevant field	✓		A/I/R
A minimum of 5 years' effective management experience of operational/clinical services in a health service	✓		A/I/R
Demonstrable experience of working with senior clinicians and multi-disciplinary leadership	✓		A/I/R
A proven track record in effective financial planning of budgets and delivery of 'Value for Money' service concepts and possession of a solid track record of effectively managing financial service delivery and reputational risk	✓		A/I/R
A solid background in delivering effective performance management at organisational and individual staff level	✓		A/I/R
Hands on experience of effective problem-solving through taking an innovative, but practical and pragmatic approach to service delivery	✓		I/R
Experience of working in a highly political environment	✓		A/I
Experience and evidence of working effectively in a complex multi-disciplinary environment and coping with changing priorities and pressures	✓		A/I/R
The ability to grasp clinical issues, including the understanding of treatments and evolving medical technologies	✓		I
Strong interpersonal skills and the ability to win confidence and maintain credibility with a broad range of stakeholders and the ability to demonstrate and maintain personal credibility	✓		I /P
Demonstrated ability to see the big picture and provide useful and operational advice and input across the organisation and to the senior management team	✓		I /P
Excellent communication skills, (verbal and written) and the ability to present complex information effectively to a wide variety of audiences	✓		A/I /P



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Person Specification:	Hospital Manager		
Criteria	Essential	Desirable	Assessment Method
Knowledge, Skills and Experience: (continued)			
Proven ability to work with, and effectively manage, a wide range of staff and resources	✓		I/R
Solid IT skills including Word, Excel, PowerPoint etc.	✓		A/P/R
Able to initiate and drive corporate projects through winning sufficient consensus and then ensuring delivery through focus on time-scales, budget and outcomes	✓		I/R
Sensible negotiator with practical expectation of what can be achieved	✓		I/R
Leadership skills, with the ability to effectively manage staff who are not direct reports	✓		I/R
Ability to apply experience to the particular challenges of the Falkland Islands	✓		I/P/R
Solid numeracy skills and the ability to analyse complex issues, understand data and identify underlying trends	✓		I/R
Adaptable to situations, can handle people of all capabilities and attitudes with excellent team working skills	✓		I/R
Demonstrates a high degree of confidentiality and common sense	✓		I/P/R
Personal Attributes:			
Ability to think laterally and creatively to generate novel, but realistic solutions	✓		I/P/R
An emphasis on achievement of results and both energy and enthusiasm to ensure objectives are met	✓		I/R
High standards of professional probity	✓		I/R
Resilient and able to work under pressure, stress and change	✓		I/R
Self-aware and ready to adapt positively to constructive criticism	✓		I/R
Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form.			

Method of Assessment:

A - Application Form
 I - Selection Interview
 R – Reference
 P – Presentation