Skills for Health

Transferable Role Template

Career Framework Level 6

Assistant Business and Information Manager

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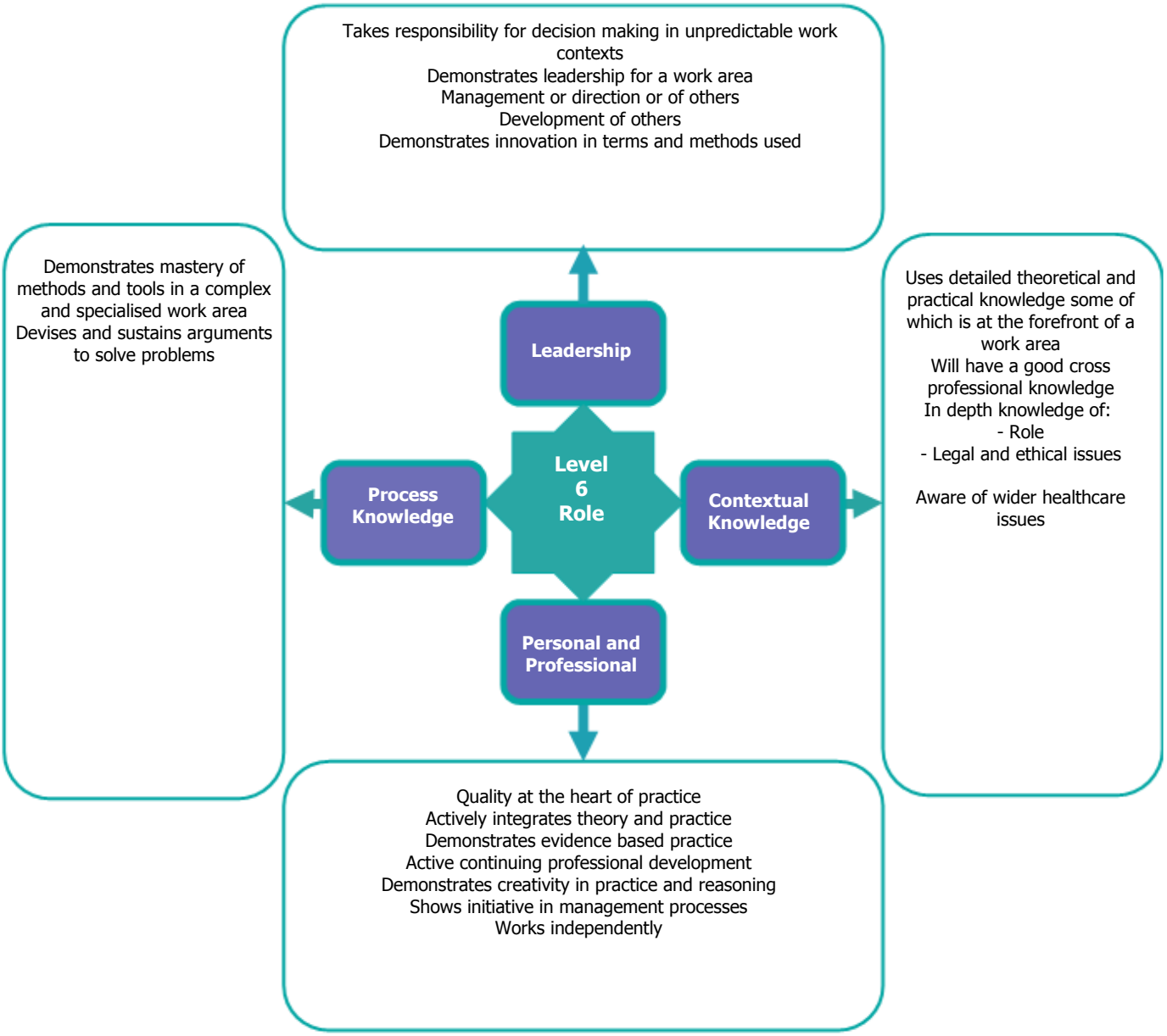
Developers

Skills for Health Career Framework Project

Level Descriptors

Key characteristics of a Level 6 Role



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Definition of the Level 6 Role

People at level 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and/or have management and leadership responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development and they consistently undertake self-development.

Example of Role at Level 6

Specialist Practitioner:

Specialist practitioners have developed a high level of knowledge and skill in a specific area of practice. They have a depth of knowledge and understanding which enables them to perform at a high level of practice, take a leadership role, use and develop evidence to inform their practice, and deal with complex, unpredictable environments. They will have their own caseload or work area responsibilities.

The characteristics of a specialist practitioner have been developed by Skills for Health through working with employers and practitioners. They are intended to be broad descriptors which can be interpreted or contextualised at a local level.

Basic Information:

Named Role	**Assistant Business And Information Manager**
Area of work	Community NHS Or Local Authority Or Independent, Hospital NHS Or Independent
Role Family	Admin & Clerical, Management Strategic And Operational
Experience required	N/A
Career Framework Level	6

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Summary of Role

To assist the management team in a wide range of areas including the development and implementation of business plans, data & information, information technology and human resource management.

Scope of the Role

To assist the management team in a wide range of areas including the development and implementation of business plans, data & information, information technology and human resource management.To deliver a high standard of business management support to the Business Manager and Deputy Director of Interface Services and assist the management team with the implementation of service improvements and developments Act as Information lead, No Delays lead and I.T lead for specific departments

Line manage the information team and assist with the management of the administration team

Assist with the recruitment and selection for the department Deputise for the Operational Manager as and when required To assist with the management of projects, including writing business plans, options appraisals, project plans and reports

Assist the management team with the assessment and review of all services, writing action plans

To assist with marketing strategies including the production of the monthly GP and patient newsletter and in co-ordinating public and patient involvement initiatives

To undertake and manage specific development projects To assist with the development of workforce plans which address recruitment, retention and business planning

To directly line manage the information staff

To undertake PDRs for the information team and identify learning needs that support and develop the individual in their role.

Take part in disciplinary meetings as appropriate Undertake the recruitment and selection of non-clinical staff and support the recruitment of clinical staff.

Undertake regular capacity and demand studies to monitor clinic utilisation and the impact of changes in capacity, identify what actions are needed to ensure capacity meets demand.

Be responsible for implementing the Framework within the department Train clinical and administrative staff

Ensure breaches are reported on and ensure actions are taken to ensure breaches are avoided

Ensure relevant and accurate information is collated and reported by the information team, interpret, analyse and validate all reports before they are presented to the management team in order to ensure accuracy and relevance

To maintain efficient electronic and paper based filing systems Act as lead for I.T projects, problems and initiatives ensuring the production of business plans, action plans, policies and training plans.

Able to use computer systems necessary to the job role and Choose & Book.

Provide training to both clinical and non clinical staff on new software packages and developments

To work closely with I.T department ensuring adequate response to any problems logged with the helpdesk.

Perform training needs analysis arising from new implementations and changes to data recording.

Undertake risk assessments as necessary and assist with the maintenance of the risk register.

Ensure all I.T equipment is maintained and is fit for purpose.

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To work with the senior management team to maintain adequate facilities for patients and staff in the Centre.

Authorised signatory for purchase documents

Responsible for maintaining a register of I.T equipment and ID numbers for the department

To deputise for the Operational Manager and management team as appropriate

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Level 6 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	GEN13 Synthesise new knowledge into the development of your own practice http://tools.skillsforhealth.org.uk/competence/show/html/id/376
			CFAM&LAA3 Develop and maintain your professional networks http://tools.skillsforhealth.org.uk/competence/show/html/id/3770
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
			SCDHSC0033 Develop your practice through reflection and learning http://tools.skillsforhealth.org.uk/competence/show/html/id/3415
	2.2.1	Support the development of the knowledge and practice of individuals	SCDHSC0043 Take responsibility for the continuing professional development of yourself and others http://tools.skillsforhealth.org.uk/competence/show/html/id/3481
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
4. SERVICE IMPROVEMENT	4.6	Promote service improvement	CFAM&LCA1 Identify and evaluate opportunities for innovation and improvement http://tools.skillsforhealth.org.uk/competence/show/html/id/3783
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501

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6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
	6.2	Promote equality of opportunity and diversity	SCDHSC3111 Promote the rights and diversity of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3540
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H1.3.2	Develop relationships with individuals	CFAM&LDD1 Develop and sustain productive working relationships with colleagues http://tools.skillsforhealth.org.uk/competence/show/html/id/3787
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
2. PERSONAL & PEOPLE DEVELOPMENT	2.2.1	Support the development of the knowledge and practice of individuals	CFAM&LDB4 Manage people's performance at work http://tools.skillsforhealth.org.uk/competence/show/html/id/3748
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859
4. SERVICE IMPROVEMENT	4.5	Evaluate strategies for improving services	GEN56 Review strategies and plans to meet local needs for health care services http://tools.skillsforhealth.org.uk/competence/show/html/id/2307
5. QUALITY	5.1.2	Manage and organise your own time and activities	CFAM&LAA1 Manage yourself http://tools.skillsforhealth.org.uk/competence/show/html/id/3768

	5.2.2	Monitor the progress and quality of work within your area of responsibility	CFAM&LDB3 Quality assure work in your team http://tools.skillsforhealth.org.uk/competence/show/html/id/3792
	5.3.1	Comply with an audit/inspection of data and information	CFAM&LFE3 Prepare for and participate in quality audits http://tools.skillsforhealth.org.uk/competence/show/html/id/3763
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.1	Collect and validate data and information for processing	HI7.2010 Collect and validate data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2980
	D2.2	Input data/information for processing	IUF:FS IT user fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2885
	D2.3	Analyse data/information	HI8.2010 Analyse data and information and present outputs in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2981
	D2.4	Maintain information / record systems	CFABAD333 Archive information http://tools.skillsforhealth.org.uk/competence/show/html/id/3692
F. EDUCATION LEARNING & RESEARCH	F1.1.3	Develop learning and development sessions	LSILADD04 Plan and prepare specific learning and development opportunities http://tools.skillsforhealth.org.uk/competence/show/html/id/3170
H. MANAGEMENT & ADMINISTRATION	H1.1.1	Manage operational plans for an area of responsibility	CFAM&LBA9 Develop operational plans http://tools.skillsforhealth.org.uk/competence/show/html/id/3771
			CFAM&LFA2 Implement operational plans http://tools.skillsforhealth.org.uk/competence/show/html/id/3772
	H1.1.5	Provide leadership	CFAM&LBA2 Provide leadership in your area of responsibility http://tools.skillsforhealth.org.uk/competence/show/html/id/3777
			CFAM&LBB4 Ensure compliance with legal, regulatory, ethical and social requirements http://tools.skillsforhealth.org.uk/competence/show/html/id/3779
	H1.1.8	Market and promote the service	SCDHSC0437 Promote your organisation and its services to stakeholders http://tools.skillsforhealth.org.uk/competence/show/html/id/3580
			CFAM&LFB5 Manage the marketing of products and services http://tools.skillsforhealth.org.uk/competence/show/html/id/3766
	H1.2.1	Develop the culture of an organisation	GEN29 Promote an information culture http://tools.skillsforhealth.org.uk/competence/show/html/id/2289

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	H1.3.1	Contribute to the effectiveness of teams	CFAM&LDB1 Build teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3744
	H1.3.2	Develop relationships with individuals	CFAM&LDD2 Develop and sustain productive working relationships with stakeholders http://tools.skillsforhealth.org.uk/competence/show/html/id/3788
	H1.3.4	Plan the workforce	WP3 Contribute to preparing for workforce planning based on service needs http://tools.skillsforhealth.org.uk/competence/show/html/id/2053
			WP6 Contribute to assessing workforce demand and supply http://tools.skillsforhealth.org.uk/competence/show/html/id/2056
	H1.3.5	Recruit, select and retain colleagues	CFAM&LDA2 Recruit, select and retain people http://tools.skillsforhealth.org.uk/competence/show/html/id/3789
	H1.3.6	Participate in meetings	CFAM&LDD7 Represent your area of responsibility in meetings http://tools.skillsforhealth.org.uk/competence/show/html/id/3747
	H1.3.8	Manage disciplinary and grievance procedures	CFAM&LDA6 Initiate and follow disciplinary procedures http://tools.skillsforhealth.org.uk/competence/show/html/id/3749
	H1.4	Manage resources	GEN65 Make recommendations for the use of physical resources http://tools.skillsforhealth.org.uk/competence/show/html/id/2309
			CFAM&LEB3 Manage physical resources http://tools.skillsforhealth.org.uk/competence/show/html/id/3753
	H1.5.1	Manage a project	CFAM&LFA5 Manage projects http://tools.skillsforhealth.org.uk/competence/show/html/id/3799
	H1.5.7	Manage information and knowledge	GEN32 Search information, evidence and knowledge resources and communicate the results http://tools.skillsforhealth.org.uk/competence/show/html/id/2291
	H1.5.7	(Contd..) Manage information and knowledge	HI9.2010 Monitor, evaluate and improve the management of data and information in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2982
	H2.3	Manage an office environment	CFABAA118 Manage an office facility http://tools.skillsforhealth.org.uk/competence/show/html/id/3731
	H2.5	Produce documents to an agreed specification	CFABAA212 Design and produce documents in a business environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3724
	H3.1.3	Manage suppliers and contracts	CFAM&LFB4 Manage the development of products and services http://tools.skillsforhealth.org.uk/competence/show/html/id/3765

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Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function		Competence
		None Assigned	

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Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
		None Assigned	

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Indicative Learning and Development

Transferable role	Assistant Business and Information Manager
Formal endorsed learning	
Informal learning	
Summary of learning and development including aims and objectives	
Duration	
National Occupational Standards used	
Credits (including framework used)	
Accreditation	
APEL and progression	
Programme structure	
Continuous Professional Development	N/A
Resources required, e.g. placement learning, preceptors, accredited assessors etc	
Quality Assurance	
Policies included in learning programme documentation	
Funding	
Leading to registration or membership with:	

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References & Further Information:

N/A

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