**FAIRFIELD INDEPENDENT HOSPITAL**

**JOB DESCRIPTION**

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| **JOB TITLE:** | Business Manager income, contracts and development |
| **DEPARTMENT:** | Business Office |
| **BAND:** | E |
| **HOURS:** | 37.5 |
| **CONTRACT:** | Permanent |
| **RESPONSIBLE TO:** | Director of Finance, IT and Performance |
| **ACCOUNTABLE TO:** | Finance Accountant |

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##### Job Summary

##### The Business Manager income, contracts and development is a key member of the Hospital administration with managerial and professional responsibilities. The Business Office provides an important link between the Hospital and its commissioners of healthcare, its consultants and other organisations including regulatory bodies, for example the Charity Commission and CQC. The post holder will manage some of the Business team, be responsible for all aspects of the financial systems at the Hospital, and provide support to its many clinicians, nursing and administration staff.

##### They will also proactively strive to improve the standards of the department by contributing towards individual and team objectives and changes to practice. They will work in partnership with others to solve a problem, listen, encourage and value contributions and opinions from others as well as establish and maintain good internal and external working relationships and effective communication networks.

Finance and operations

* To oversee the sales ledger function and help with the input, processing of invoices and receipting of payments via the Hospital finance systems.
* To oversee the invoicing of NHS commissioners, private medical insurance companies and self-pay patients to ensure all invoices are timely, accurate and relevant.
* To oversee the chasing of debt and reporting of aged debt with a view to maintaining debt levels to the minimum value possible.
* To take queries from private medical insurance companies, additional third party suppliers and patients.
* To oversee the admissions business office staff with pricing for operations and dealing with patient queries over pricing and financial arrangements.
* To liaise directly with consultants over pricing and financial matters for both NHS and private activity.
* Bank Reconciliation work.
* Healthcode system mapping and maintenance.
* Preparation of the KPI’s for the Board report.
* IPManager system maintenance of Charge codes, purchasers, consultants, fees ,etc
* Any other finance / business office duties requested by the line manager.

Governance and managerial

* Management of the Business team reporting to this post.
* To place patient safety and high standards of clinical care at the heart of management activity and service delivery.
* Contribution to the success of the organisation as a member of the corporate Heads of Department team.
* To provide support and mentoring to the Business team reporting to this post setting SMART objectives and monitoring individual and team progress through the Hospital annual appraisal process.
* Ensure the Business team reporting to this post meet mandatory training requirements as set down by the Hospital, and monitored through department KPIs.
* To improve department efficiency and to manage the department’s ISO systems and ensure procedural documentation is accurate and reliable.
* To interpret the Hospital’s policy on the Duty of Candour for the purpose of a finance team and followed by the team members.
* To be responsible for health and safety standards within the department.
* To adhere to all Information Management System Policies and Procedures.

Performance and information management:

* Maintain an effective up-to-date electronic filing system on a shared network drive, strictly adhering to the office standards and procedures ensuring that the information is kept securely, is accessible to other members as appropriate and adheres to all information governance regulations.
* To interpret policies and initiate the appropriate action within the relevant services.
* To co-ordinate the investigation of complaints within the department to the agreed timescale, and take appropriate managerial action to address poor standards, identify learning outcomes and actions.

Strategy

* To influence and manage change in a constructive manner, articulating the vision/reason for change, promoting the benefits to the individuals and teams whilst recognising, acknowledging and addressing any challenges.

***The above list is not exhaustive but reflects main duties of the post. It will be reviewed annually to respond to the changing needs of the service, in consultation with the post holder.***

Health & Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable *care of themselves and others.* Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

Infection Control

All staff will adhere to infection control policies and procedures at all times.

Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.  
Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are ‘spent’ must be declared. Previous convictions will not necessarily preclude an individual from employment within the Hospital but must be declared in writing at the appropriate stage during the recruitment process.

Equality & Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations unde*r current equality legislation.*

# All employees must act in ways that support equality and diversity and recognises the importance of people’s rights in accordance with legislation, policies, procedures and good practice. All employees must read the Hospital’s Equality, Diversity and Human Rights Policy.

# Smoke-free Policy

# This Hospital operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

# The job description does not form part of the Contract of Employment.

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| Name of Postholder: |
| Signature of Postholder: |
| Date: |