

Candidate Profile

Summary

This candidate is a highly experienced Senior RTT Operations Manager with 17 years of experience working within the NHS. She has specialist knowledge of RTT and CWT standards and an intricate understanding of waiting list management and scheduling processes. She has experience coordination of large-scale waiting list initiatives and is very results driven. With her years of experience, she is accustomed to working in a high-pressure environment where accuracy and attention to detail are essential. She possesses a high degree of professionalism, confidentiality and the ability to communicate effectively at all levels throughout an organisation and prides herself in her ability to deal with pressure and multi-task with a positive and intellectually flexible attitude.

Previous roles

Whilst working at NHS Foundation Trust, as Senior Operations Manager, her key responsibilities included providing senior leadership and guidance in relation to all aspects of elective access and leading on QI projects relating to demand and capacity management and worked with external and internal key stakeholders on developing best practice referral pathways. She was very successful in driving innovation, modernisation and high levels of staff and patient satisfaction and she has also successfully centralised patient administration functions across the group resulting in a combined staff establishment of 189wte and a budget of £7.6m delivering a recurrent cost saving of £850k with further in year FIP of £400k also being achieved.

Whilst working at NHS Foundation Trust as Interim RTT Programme Manager, she provided expert advice and guidance around all elements of RTT recovery, led on demand and capacity review and took over responsibility for management of the validation team and supported to shape the organisations structure to deliver sustainable good performance. Whilst at this Trust she achieved compliance with National RTT target.

Whilst working at Hospitals Foundation NHS Trust as Interim Service Manager, she covered all elements of operational service management, developed a combined work plan for all consultants within General Surgical specialties and Urology, lead on project for recovery of RTT within Surgery (achieved zero 52 weekers within first month and achieved trajectory for reduced admitted waiting times on Denmark Hill site within 3 months) and prepared and delivered handover to substantive colleague.

Whilst working University NHS Trust as Head of Patient Access, she was responsible for managing access to services across the Trust and for the pay budget of £1.2m and management of 37 staff. She lead on outpatient work stream on the implementation of the new hospital PAS system; sole responsibility for managing build of over 1000 clinic schedules and managed a recovery project of Trust RTT position upon commencement in role and achieved top London and 4th National Trust status in DoH RTT league tables. She was accountable for achievement against key Trust waiting time performance targets and was successful in the implementation of a centralized registrations team to manage all referrals into the Trust to ensure equitable treatment in a timely manner is provided to all patients

Key Skills

Waiting List Management: Specialist knowledge of RTT and CWT standards, intricate understanding of waiting list management and scheduling processes, coordination of large-scale waiting list initiatives.

Results Driven: Focused on achieving goals. 'Can Do' approach. Self-motivated. Inspires others to achieve

Financial Management: Planning and control of financial resources, identifying potential for income generation and introducing efficiencies to achieve cost improvement programmes.

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Innovation and Change: Interprets the business' needs and defines the strategy. Proactively leads large scale change and delivers benefits. Uses creative solutions to complex problems.

Project Management: Owner of the end to end life cycle of the project. Managed both technical and business workstreams. Implemented overall programme controls and governance

Governance: Effective Risk Manager, acute awareness of intricacies around Information Governance, dedicated to continuously improving services delivered to patients in conjunction with clinical colleagues.

Communication: Confident communicator at all levels, competent presenter
Working with others: Empowers team, seeks, and gives feedback. Brave and honest style.

People Management: Team development, setting goals and objectives, coaching and feedback, resource planning.

