King's College Hospital
NHS Foundation Trust

Candidate Brief



Chief Operating Officer

King's values ✓ Caring ✓ Collaborative ✓ Inclusive ✓ Innovative

Contents

Welcome 3

About Us 3

Job Description 11

Person Specification 16

How to Apply **Error! Bookmark not defined.**

Welcome



Dear Candidate,

Thank you for your interest in the role of Chief Operating Officer at King’s College Hospital NHS Foundation Trust. This is a pivotal Board-level appointment at an important moment for King’s, as we start to deliver our new strategy and continue to respond to significant operational, financial and workforce challenges across the NHS.

King’s is one of the largest and busiest teaching hospital Trusts in the country, providing both local hospital services and nationally and internationally recognised specialist care. We are proud of our outstanding clinical expertise, our deep commitment to research, education and innovation, and the dedication of more than 14,000 colleagues who serve our patients and communities every day.

Our new strategy for 2026–31 sets out a clear ambition: to transform healthcare. It is built around six priorities — high-quality patient care, a great place to work, pioneering research, innovation and education, strong and successful partnerships, timely and efficient care, and long-term financial sustainability. The Chief Operating Officer will play a central role in turning this ambition into practical, measurable delivery.

We are seeking an exceptional operational leader who can combine grip, pace and judgement with compassion, collaboration and strategic insight. The successful candidate will work closely with our clinical divisions, executive colleagues and system partners to improve access, flow, productivity and patient outcomes, while supporting our people to do their best work in a complex and demanding environment.

Culture and EDI will be central to this role. The Chief Operating Officer will help strengthen a culture of compassion, civility, inclusion, belonging and accountability across operational services, where colleagues feel safe to speak up, leaders listen and act on feedback, and teams are supported to learn, improve and innovate. They will also ensure that equality, diversity and inclusion are embedded in operational decision-making, service improvement and leadership practice, supporting fair access, better staff experience and excellent patient care.

This is a role for someone who is visible, values-led and delivery-focused; someone who can lead through complexity, strengthen accountability, build confidence and help shape the future model of care at King’s and across southeast London. It will require resilience, credibility and a genuine commitment to quality, inclusion and improvement.

King’s has strong foundations, considerable ambition and a profound sense of purpose. We are looking for a Chief Operating Officer who can help us move further and faster: improving care today while helping to design and deliver a more sustainable future. If you share our ambition and values, I hope you will consider joining us. I look forward to receiving your application.

Matthew Trainer, Chief Executive Officer
King’s College Hospital NHS Foundation Trust

About Us

OVERVIEW

King’s College Hospital NHS Foundation Trust is one of the UK’s largest and busiest teaching Trusts. It is recognised internationally for its work in liver disease and transplantation, neurosciences, cardiology, haemato-oncology, fetal medicine, stroke and major trauma.

Our hospitals include King’s College Hospital (Denmark Hill), Princess Royal University Hospital (PRUH), and Orpington Hospital. We also provide some services at Beckenham Beacon and Queen Mary’s Hospital, Sidcup. We provide care to 1.5 million patients in Southwark, Lambeth, Bromley, Bexley, Lewisham and elsewhere in south-east London and parts of Kent.

In June 2026, we launched our new strategy for 2026-31. Our vision is to **transform healthcare**, and we have agreed six strategic ambitions to help us improve care for patients, and the working lives of our staff.

Our six strategic ambitions are delivering **high-quality patient care**; creating **a great place to work**; leading **pioneering research, innovation and education**; building **strong and successful partnerships**; providing **timely and efficient care**; and ensuring long-term **financial sustainability.**

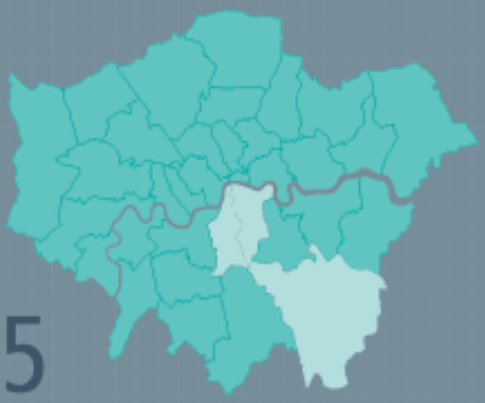
We have also agreed four new organisational values – **Caring, Collaborative, Inclusive, Innovative** – and these underpin everything we do, and how our teams interact with the patients under our care. For more information about our strategy and values, visit our website.



King's by numbers

Local population across Bromley, Lambeth and Southwark





967,025



Number of staff

14,436



Scanning machines

66

Number of beds

1,354



Number of operating theatres

46



Each day we see:

1023

People in our Emergency Departments and walk-in centres





626

Admissions to our hospitals

OUR CURRENT CONTEXT

As with many health care systems across the world, we are facing a formidable challenge to provide high quality health care through growing financial pressures and rising demographic demand.

As a universal healthcare service funded by taxation, the NHS is available to all based on need. It is a great privilege to work for an institution that has such widespread public support. With that support comes a responsibility to use the financial resources that are made available to us to secure value; to ensure we are delivering the best outcomes for the people we serve from the resources that are made available to us - in short to be efficient and effective. We know from our outcome data that KCH services produce good outcomes; we also know that we are currently spending more than our income and need to transform to deliver longer-term sustainability.

OUR VISION FOR THE FUTURE

Our values of **Caring, Collaborative, Inclusive** and **Innovative** underpin everything we do and will guide how we shape our future. We are **Caring**, putting patients and their families first and showing compassion and respect in every interaction with them, as well as with one another. We are **Collaborative**, working as one of the team across all our hospitals and services, with partners, and our communities to deliver the best possible outcomes. We are **Inclusive**, celebrating diversity, listening to different voices and creating a culture where everyone feels they belong and can thrive. And we are **Innovative**, constantly seeking new ideas and smarter ways of working to improve care, research and education. Together, these values express who we are and how we will continue to move King's forward, united in purpose, ambitious in vision and committed to delivering exceptional care for all.

Our six strategic ambitions provide the focus and direction needed to deliver the best outcomes for our patients, staff and communities. By striving for **high-quality care** for every patient, we ensure safety, compassion and excellence in all we do. Creating a **great place to work** empowers our people to thrive, grow and deliver their best. Through **pioneering research, innovation and education**, we turn discovery into real improvements in treatment and learning, and by building **strong, successful partnerships** across the NHS, academia, industry and our communities, we will strengthen our impact. Providing **timely and efficient care** means making every patient's journey smoother and more effective, and ensuring **financial sustainability** will enable us to continue to deliver the highest possible care, and to invest confidently in the future. Together, these ambitions focus our collective energy on what matters most: improving lives now and for generations to come.

King's has always stood for more than excellence in treatment: it stands for hope, discovery and progress. Our promise for the next five years is to build on our proud past while embracing innovation and **transforming healthcare** to create a lasting impact on lives, ensuring King's remains a place where care, research and education come together to shape a healthier future for all.

Our vision:

Transforming healthcare



Our purpose:

To provide outstanding patient care and experience to our communities and deliver world-leading research, education and training.

OUR PARTNERSHIPS

South East London Integrated Care System

The Trust is a member of the South East London Integrated Care System and this covers NHS providers and commissioners across Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark. The ICS aims to improve the health of people in this community, reduce health inequalities and deliver a healthcare system, which is clinically and financially sustainable.

The Trust is also a member of One Bromley, a place based partnership that brings together other local health providers such as Oxleas NHS Foundation Trust, Bromley Healthcare, Bromley GP Alliance, St Christopher's, Bromley Council, Bromley CCG and Bromley Third Sector Enterprise. This also has the aim to more formally join forces and deliver seamless, personalised and joined up care for individuals. The Trust is also a member of place based partnerships Lambeth Together and Partnership Southwark.

South East London Acute Provider Collaborative

The Trust is also a founding member of the South East London Acute Provider Collaborative alongside Guy's and St Thomas' NHS Foundation Trust and Lewisham and Greenwich NHS Trust.

King's Health Partners

King's Health Partners (KHP) is an Academic Health Sciences Centre (AHSC) where world class research, education and clinical activity are brought together for the benefit of patients, translating cutting-edge research and existing best practice into excellent patient care. KHP brings together King's, Guy's and St Thomas' and South London and Maudsley NHS Foundation Trusts with a globally renowned university, King's College London.

The Shelford Group

King's is a member of The Shelford Group, a collaboration between ten of the largest teaching and research NHS hospital Trusts in England. These ten NHS Trusts provide a comprehensive range of services from community care for local populations, to highly specialised care for patients nationwide.

Together, they account for over £12.5 billion of the NHS budget, care for around 17 million patients a year, employ over 140,000 staff and account for two thirds of the country's clinical research infrastructure. The Shelford Group works with national leaders to inform life science, health and social care policy – connecting policy makers with the frontline NHS.

The Group is led by its member Chief Executives and has active sub-groups for Chief Nurses, Medical Directors, Finance directors and other executives. In addition, a spectrum of professional groups provide a valuable source of expertise across chief pharmacists, allied health professionals and research and development communities.

https://shelfordgroup.org

GOVERNANCE

The Board of King's comprises a Non-Executive Chair, nine Non-Executive Directors, the Chief Executive and six Executive Directors.

It is a unitary Board, which has collective responsibility for the direction and performance of the Trust. The Executive Directors are appointed by the Non-Executive Directors.

As a Foundation Trust, King's has a Council of Governors on which sit Governors representing the different membership constituencies. Elected Governors represent patients, the public and staff, as well as appointed representatives from stakeholder organisations. The Council of Governors appoints the Chair and the Non-Executives, and ratifies the appointment of the Chief Executive.

For further information about King's please see:

- Annual Report and Accounts
- Our latest CQC report
- Our strategy
- News

Who's Who at King's

NHS
King's College Hospital
NHS Foundation Trust

CHIEF EXECUTIVE



Matthew Trainer

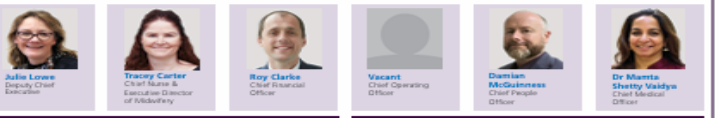
CHAIR



Sir David Behan

KING'S EXECUTIVE

EXECUTIVE DIRECTORS



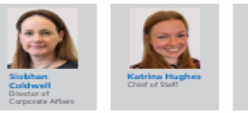
Julie Lowe, Deputy Chief Executive
Tracey Carter, Chief Nurse & Executive Director of Midwifery
Roy Clarke, Chief Financial Officer
Vacant, Chief Operating Officer
Damian McGuinness, Chief People Officer
Dr Mamta Shetty Vaidya, Chief Medical Officer

DIVISIONAL CHIEFS



Dr Carmel Curtis, Chief of Division A
Dr Chris Turner, Chief of Division B
Dr Anneliese Rigby, Chief of Division C

CORPORATE SUPPORT



Siobhan Coldwell, Director of Corporate Affairs
Katrina Hughes, Chief of Staff
Chris Rolfe, Director of Communications

NON-EXECUTIVE DIRECTORS



Dame Christine Beasley
Nicholas Campbell-Watts
Dr Jane Fryer
Professor Graham Lord
Sheena Mackay
Akhter Mateen
Gerry Murphy
Professor Anthony Schapira
Angela Spatharou

King's values Caring · Collaborative · Inclusive · Innovative

DIVISION A

Chief of Division, **Dr Carmel Curtis**
Director of Operations, **Rachel Keeley** / Director of Nursing, **Debbie Hutchinson**

- **Cancer Services** — Clinical Director: Professor Michael Heneghan; Head of Nursing: Lisa Barrott; General Manager: Mark Rose
- **Child Health** — Clinical Director: Dr Trisha Radia; Head of Nursing: Sarah Harris; General Manager: Phil Lunn
- **Dental** — Clinical Director: Mark Sayers; Head of Nursing: Lesley Davies; General Manager: Claire Wilson
- **Haematology** — Clinical Director: Professor Roopen Arya; Head of Nursing: Lisa Barrott; General Manager: Rob Lewis
- **Medical Engineering and Physics** — Clinical Directors: Patricia Clinch, Bahar Razzaghi
- **Pathology** — Clinical Director: Dr Caoimhe Nic Phogartaigh; General Manager: Rob Lewis
- **Pharmacy** — Chief Pharmacist / Clinical Director: Roger Fernandes
- **Radiology** — Clinical Director: Dr Fiona Miller; Head of Imaging Services: Mark Allen; General Manager: Katy Child
- **Therapies, Rehabilitation & Integrated Care Services** — Clinical Director: Kate Gregory; General Manager: Donna Greir
- **Women's Health** — Clinical Director: Dr Lisa Long; Director of Midwifery and Gynaecology Nursing: Mitra Bakhtiari; General Manager: Sian-Louise Williams

DIVISION B

Chief of Division, **Dr Chris Turner**
Director of Operations, **James Eales** / Director of Nursing, **Sarah Davies**

- **Acute Specialty Medicine (DH)** — Clinical Director: Dr Dan Wilson; Head of Nursing: Felicia Kwaku; General Manager: Tyrone Gumbe
- **Emergency Medicine (DH)** — Clinical Director: Dr Lalarukh Asim; Head of Nursing: Kreshna Appanah; General Manager: Daniel Harrold
- **Integrated Medicine (PRUH)** — Clinical Director: Dr Shayan Shah; Head of Nursing: Sarah Morton; General Manager: Claire Payne
- **Liver, Gastroenterology, Upper GI, Endoscopy** — Clinical Director: Professor Bu Hayee; Head of Nursing: Natalie Huxtable; General Manager: Shonette Charles-Nurse
- **Planned Medicine (DH)** — Clinical Director: Dr Miranda Rosenthal; Head of Nursing: Alberto Santin; General Manager: Natasha Shenton
- **Renal & Urology** — Clinical Director: Dr Martin Ford; Head of Nursing: Alberto Santin; General Manager: Mary Willis
- **Specialty Medicine (PRUH)** — Clinical Director: Dr Deepak Rao; Head of Nursing: Margaret Finnegan; General Manager: Ali Ahmed

DIVISION C

Chief of Division, **Dr Anneliese Rigby**
Director of Operations, **James Watts** / Director of Nursing, **Victor Sánchez Castrillón**

- **Cardiovascular Sciences** — Clinical Directors: Dr Paramdeep Dhillon; Head of Nursing: Tania Massey; General Manager: Jo Lands
- **Critical Care** — Clinical Director: Dr Tom Best; Head of Nursing: Mick Dowling; General Manager: Ben Anthony
- **Major Trauma Network** — Clinical Director: Dr Malcolm Tunnicliff; General Manager: Ben Anthony
- **Neurosciences** — Clinical Directors: Mr Ranj Bhangoo, Dr Robert Delamont; Heads of Nursing: Liz Davies, Sarah Dheansa; General Manager: Julia Crawshaw
- **Ophthalmology** — Clinical Director: Mr Eoin O'Sullivan; Head of Nursing: Sonja Taylor; General Manager: Dani Moore
- **Orthopaedics** — Clinical Directors: Mr Abhinav Gulihar; Head of Nursing: Cyril Noone; General Manager: Hannah Jackson
- **Surgery (DH)** — Clinical Director: Mr Amyn Haji; Head of Nursing: Tracey Marshall; General Manager: Anisah Quadir
- **Surgery, Theatres & Anaesthetics (PRUH)** — Clinical Director: Dr Swinda Esprit; Head of Nursing: Anna Ferrer; General Manager: Fawez Molotoo
- **Theatres & Anaesthetics (DH)** — Clinical Director: Dr Bethan Ikpomnwosa; Head of Nursing: Tosan Okubule; General Manager: Jonny Flett

CORPORATE TEAMS

DEPUTY CHIEF EXECUTIVE

Deputy Chief Executive: **Julie Lowe**

- Director of Transformation: Barbara Gronowski
- Chief Digital Information Officer: Denis Lafitte
- Director of Improvement Programme Delivery Unit (PDU): Vacant
- Director of Strategy: Liz Shutler
- Associate Medical Director for Strategy: Vacant
- Director of Estates (all sites): Chris Forster

CORPORATE NURSING

Chief Nurse & Executive Director of Midwifery: **Tracey Carter**

- Deputy Chief Nurses: Helen Fletcher, Wayne Hurst
- Director of Infection Prevention & Control: Ashley Flores
- Assistant Director of Quality Governance: Steve Waltons
- Lead Freedom to Speak Up Guardian: Jacqueline Coles

FINANCE AND COMMERCIAL

Chief Financial Officer: **Roy Clarke**

- Deputy Chief Financial Officers: Coreline Atkinson, Alex Bartholomew
- Director of Financial Strategy, Planning & Investment (inc Commercial): Ben Fletcher
- Director of Financial Operations: Mairi Bell
- Director of Management Information & Analysis (inc Contracting and EHF): Rachael Wood
- Directors of Finance – Operations: Nikki Greenwood (Division A & Corporate Services), Sarah Johnson (Division B & C)
- Divisional Director (Commercial Services): Mike Joyce
- Head of International Platforms: Nigel Brinkhow

CHIEF DELIVERY OFFICER

Chief Delivery Officer: **Angela Hellieur**

- Chief of Division A: Dr Carmel Curtis
- Chief of Division B: Dr Chris Turner
- Chief of Division C: Dr Anneliese Rigby
- Deputy Chief Delivery Officer: Anna Clough
- Director of Performance & Planning: Steve Coakley
- Hospital Director (Denmark Hill): Lesley Powis
- Hospital Director, PRUH/South Sites: Paul Lavisey

PEOPLE DIRECTORATE

Chief People Officer: **Damian McGuinness**

- Deputy Chief People Officer: Dayo Ajibola
- Director of Organisational Development & Culture: Hargeit Huckley
- Divisional People Directors: Nigel Redmond (Division A & Corporate Services), Michael Pichamuthu (Division B & Corporate Services), Natasha Elvidge (Division C & Corporate Services)

CORPORATE MEDICAL

Chief Medical Officer: **Dr Mamta Shetty Vaidya**

- Associate Medical Director – Responsible Officer: Dr Caroline Elston
- Associate Medical Director – Risk & Governance: Dr Paul Donohoe
- Associate Medical Director – Professional Practice: Dr Keshthra Satchithanandа
- Associate Medical Director – Patient Outcomes: Professor Will Bensal
- Director Medical Education: Dr TJ Lasoye
- Associate Medical Director – Research and Development: Professor Anil Dhawan
- Research and Development Director: Ann-Marie Murtagh
- Caldicott Guardian: Dr Sofia Rahman
- Guardians of Safe Working: Dr Rabbil Haque (Denmark Hill), Dr Gemma Morelli (PRUH and South Sites)
- Chief Clinical Scientist: Gill Clarke & Eleanor McPhail

Job Description

Job Title: Chief Operating Officer

Accountable to: Chief Executive Officer

ROLE SUMMARY

THE ROLE

The Chief Operating Officer is a pivotal Board-level executive role, accountable for providing strategic and operational leadership to ensure the Trust delivers safe, high-quality, responsive and efficient services for patients and communities. Reporting to the Chief Executive Officer, the post holder will be the principal adviser to the Chief Executive and Trust Board on operational performance, resilience, productivity, transformation and delivery, ensuring that the Trust meets NHS constitutional standards, regulatory requirements and agreed national, regional and local commitments.

As a voting member of the Trust Board and senior member of the Executive Team, the COO will share collective responsibility for the Trust's strategy, culture, governance, quality, performance and use of resources. They will provide visible and credible leadership to the Divisions and wider operational teams, setting clear expectations for delivery while creating the conditions for staff to feel safe, supported and empowered to improve services. The post holder will model compassionate, inclusive and values-led leadership, championing equality, diversity and inclusion and ensuring that operational decisions and service redesign actively support fairness, belonging and the reduction of inequalities.

The COO will lead through collaboration, working closely with executive colleagues, divisional triumvirates, the Deputy Chief Operating Officer, Director of Performance, BIU Team, clinical leaders and system partners to deliver sustained improvement in access, patient flow, productivity, digital-enabled transformation, staff and patient experience, cultural improvement and financial sustainability. They will be expected to bring operational grip, strategic judgement and a strong improvement mindset, balancing immediate delivery priorities with longer-term transformation and the development of sustainable, integrated models of care.

KEY STAKEHOLDERS

The Chief Operating Officer will be expected to build trusted, influential and productive relationships across King's, with patients and communities, and across the wider health and care system. Key stakeholders will include:

- Trust Chair, Non-Executive Directors, Chief Executive Officer and Executive Directors, as members of the unitary Board and Executive Team.
- Deputy Chief Operating Officer, Chiefs of Division, Directors of Operations, Directors of Nursing, Hospital Directors, clinical leaders and senior operational managers.
- Corporate directors and enabling teams, including Finance, People and Culture, Nursing, Medical, Quality Governance, Strategy, Digital, Estates and Communications.

- Patients, carers, patient representative groups, staff networks, staff-side colleagues and local communities served by King's.
- NHS England London, South East London Integrated Care Board, the South East London Acute Provider Collaborative, King's Health Partners, local authorities, primary care, community, mental health and ambulance partners.
- Regulators, commissioners, professional bodies and external partners, including the Care Quality Commission and other regional and national stakeholders relevant to operational delivery, assurance and transformation.

MAIN DUTIES AND RESPONSIBILITIES

- Provide executive leadership for Trust-wide operational delivery, performance, resilience and improvement.
- Establish and embed a clear operating framework aligned to Trust strategy, national requirements and divisional accountability.
- Lead annual and medium-term operational planning, ensuring robust alignment of quality, activity, workforce, finance and risk.
- Hold Divisions to account for delivery, improvement, risk management, staff engagement and effective use of resources.
- Lead delivery of NHS constitutional standards and agreed national, regional and local access commitments, including urgent and emergency care, referral to treatment, cancer, diagnostics and outpatient standards.
- Work with divisional triumvirates to improve productivity, capacity utilisation and patient flow across theatres, outpatients, diagnostics, beds and community interfaces.
- Ensure operational plans support financial balance, cost improvement, productivity gains and measurable benefits for patients, staff and communities.
- Use data, digital tools and technology-enabled redesign to improve productivity, capacity, patient experience and outcomes.
- Work with the Chief Medical Officer and Chief Nursing Officer to maintain effective oversight of quality, safety and clinical risk, ensuring prompt action where concerns arise.
- Sponsor major Trust-wide change, recovery and transformation programmes, ensuring clear governance, milestones, benefits realisation and accountability.
- Embed continuous improvement, standard work, learning and benefits realisation through the Trust's agreed improvement methodology.
- Provide executive leadership for operational resilience, including major incident, business continuity and seasonal pressure planning.
- Create the conditions for a positive, inclusive and high-performing culture in which staff are engaged, empowered and supported to improve services.
- Model values-led leadership, ensuring operational leadership practice promotes compassion, inclusion, accountability, psychological safety and continuous learning.
- Champion equality, diversity and inclusion across operational services, using insight to reduce inequalities and improve fairness, belonging and staff experience.
- Use staff feedback, speaking up themes, people metrics, patient experience data and improvement intelligence to identify cultural risks and strengthen team effectiveness.
- Work with People and Culture, Freedom to Speak Up, staff networks, staff-side colleagues and divisional leaders to address behaviours that undermine dignity, respect, inclusion or high-quality care.

- Engage staff networks, staff-side colleagues and communities to understand lived experience and ensure operational services reflect the diversity and needs of the populations King's serves.
- Ensure robust divisional risk management, escalation and assurance arrangements are in place.
- Maintain high standards of corporate and clinical governance and participate in the GOLD on-call rota

SYSTEM LEADERSHIP

- Represent King's effectively across the South East London Acute Provider Collaborative, Integrated Care System and other relevant local, regional and national forums.
- Build strong relationships with partners to improve access, outcomes, productivity and population health, and to support sustainable models of care that reduce unwarranted variation and health inequalities.
- Ensure that operational and pathway redesign actively considers equality of access, experience and outcomes for patients, staff and communities.
- Contribute to system-wide transformation, including neighbourhood health, elective recovery, urgent and emergency care improvement, productivity programmes and the development of integrated pathways across organisational boundaries.

CORPORATE

- As a member of the unitary Trust Board, share collective accountability for the leadership, culture, governance, performance and delivery of the Trust's objectives.
- Shape and deliver the Trust's clinical, operational, financial and people strategies, ensuring operational priorities are aligned to organisational ambition.
- Act as a visible, credible and values-led executive leader, strengthening engagement, inclusion and improvement across the workforce.
- Champion cultural improvement, psychological safety and staff engagement, ensuring leaders listen, act on feedback and create the conditions for teams to thrive.
- Provide executive leadership for equality, diversity and inclusion, working with People and Culture, staff networks and operational leaders to improve representation, belonging, civility and fairness.
- Represent King's with credibility and authority, promoting the Trust's values, reputation and objectives in all internal and external settings.
- Develop constructive and influential relationships with clinicians, senior managers, staff-side colleagues, partners, commissioners and regulators.
- Contribute to Trust-wide standards that improve quality, safety, productivity, governance and the effective use of resources.
- Work across executive portfolios at the discretion of the Chief Executive Officer where required.

DIVISIONAL STRUCTURE

- The Trust's clinical services are delivered through three Divisions, each led by a divisional triumvirate comprising a clinical Chief of Division, Director of Nursing and Director of Operations.
- This structure provides the platform for safe, high-quality and efficient care, supported by clear accountability, empowered leadership and consistent Trust-wide standards.
- The Chief Operating Officer will work closely with divisional leaders to strengthen delivery, improve productivity, manage risk and secure consistently excellent patient care across the majority of the Trust's services, workforce and budget.

GENERAL

- Take responsibility for personal health, safety and wellbeing, and support the safety and wellbeing of colleagues, visitors and patients.
- Comply with Trust policies, procedures, standards and relevant statutory and professional obligations.
- Model the Trust's values and contribute to an environment where everyone feels valued, respected, included and able to belong.
- Maintain strict confidentiality of personal information relating to patients and staff.
- Take responsibility for personal development and contribute to the development of colleagues.
- Recognise that the job description is a guide to the general scope of duties and may change over time following discussion with the post holder.
- Use an nhs.net email account as the Trust's formal route for email communication.

SAFEGUARDING

The Trust takes safeguarding children, adults and addressing domestic abuse extremely seriously. All employees must support the organisation in meeting its safeguarding duties by:

- attending mandatory safeguarding training for children and adults;
- understanding Trust processes for reporting concerns; and
- reporting any safeguarding concern appropriately and without delay.

INFECTION CONTROL STATEMENT

The post holder has an important responsibility to support infection prevention and control. They must be familiar with, and comply with, relevant national standards and local Trust policies and procedures, including requirements explained during induction and refresher training.

This job description is intended to describe the main responsibilities of the role. It is not an exhaustive list and may be reviewed and varied over time following consultation with the post holder.

Person Specification

QUALIFICATIONS

- Educated to master's level or able to demonstrate equivalent senior professional experience.
- Evidence of continued professional development relevant to Board-level leadership.
- Leadership, improvement or management qualification desirable.

EXPERIENCE

- Substantial Board-level or equivalent executive experience in an acute NHS Trust or similarly complex healthcare organisation.
- Track record of leading large-scale operational services and delivering measurable improvement in performance, quality, productivity, patient flow and financial sustainability.
- Experience of holding complex clinical and operational services to account for NHS constitutional standards, access targets and agreed delivery commitments.
- Strong understanding of NHS regulation, governance, assurance, performance management and operating frameworks.
- Experience of sponsoring major transformation, recovery or improvement programmes in partnership with clinical, operational and corporate leaders.
- Experience of strategic and operational planning across organisational and system boundaries.
- Experience of leading operational resilience, emergency preparedness, major incident response or business continuity arrangements in a complex organisation.
- Experience of using data, digital tools and improvement methodology to redesign services, improve productivity and deliver sustainable benefits.
- Successful leadership of large, complex and diverse teams through significant change.
- Experience of leading cultural improvement, staff engagement or organisational development programmes that have improved leadership behaviours, inclusion, team climate or staff experience.
- Experience of advancing equality, diversity and inclusion in a complex organisation, including improving representation, belonging, staff experience and/or reducing inequalities in access, experience or outcomes.

KNOWLEDGE AND SKILLS

- Ability to translate strategy into clear operational priorities, delivery plans and measurable outcomes.
- Strong operational grip, judgement and analytical capability, with the ability to use data, digital insight and evidence to drive improvement and assurance.
- Excellent communication, influencing and negotiation skills at executive, Board, regulatory and system level.
- Inclusive and compassionate leadership, with evidence of building high-performing, psychologically safe and improvement-focused teams.

- Ability to turn equality, diversity and inclusion insight into practical action that improves culture, belonging, leadership practice and service outcomes.
- Ability to diagnose and improve organisational culture using staff survey results, speaking up themes, people metrics, patient experience feedback and other qualitative and quantitative insight.
- Strong financial and commercial awareness, with the ability to align quality, workforce, activity, productivity and finance.
- Ability to simplify complexity, make timely decisions and maintain focus, pace and judgement under pressure.
- Strong partnership ethos and the ability to work effectively across organisational, professional and system boundaries.
- Strong understanding of population health, health inequalities and integrated pathways in improving access, outcomes and sustainability.

OTHER

- Visible, values-led and credible with staff, patients, partners and regulators.
- Deeply committed to equality, diversity, inclusion, anti-discrimination and improving staff and patient experience.
- Personally committed to creating a culture of compassion, civility, psychological safety, learning and continuous improvement.
- A supportive team player who can also provide challenge, clarity and pace.
- Able to work flexibly across Trust sites and travel as required on Trust business.