

King Edward VII's Hospital

Job Title	Imaging Service Manager
Department	Imaging
Job Type	Full Time
Hours	37.5
Accountable to	Head of Operations

Job Summary

The post holder will provide strong dynamic management and leadership to the department, working in collaboration with the Head of Operations, Chief Nursing Officer, other services leads and diagnostic imaging teams, matron and consultants both within Imaging and across the organisation. They will provide all aspects of senior operational management to the imaging department at King Edward VII's Hospital.

Leadership & Workforce Management

- Role model behaviours aligned to the hospital's values.
- Management of the admin team, radiographers and radiology support workers
- Manage sickness, training, absence and annual leave for all staff
- Organise and lead Radiology staff meetings
- Appraise staff and participate in own appraisal
- Provide cover for other imaging managers as required
- Be part of the clinical imaging management structure to ensure service delivery
- Strategic Planning & Service Development
- In collaboration with the Head of Operations, MRI Superintendent, and CT/General Superintendent, develop and deliver a strategy for diagnostic imaging that ensures excellence in diagnostic care
- Support the Head of Operations in delivering high-quality, effective services within budget, identifying opportunities for cost improvement
- Identify and lead investigations into areas for potential quality improvement and projects.

Clinical Governance, Quality & Safety

- Provide highly specialised clinical and non-clinical advice on clinical quality, standards, and governance to clinical leads, service managers, and staff
- Participate in the Vantage incident reporting process, ensuring timely investigation, feedback, and completion of actions to improve patient care
- Handle day-to-day enquiries and provide specialist advice on quality and safety standards
- Coordinate and ensure participation in all relevant national external quality assessment schemes
- Investigate, report on, and advise on corrective actions for errors and poor performance
- Collaborate with the Imaging Quality and Accreditation Lead to develop and deliver quality standards, CQC requirements, and continuous improvement initiatives

Policies, Procedures & Documentation

- Lead on updating imaging department controlled documents as required
- Support the distribution and awareness of NICE and other best practice guidance
- Advise and support the development and review of imaging department policies

Complaints, Risk & Assurance

- Coordinate the timely investigation and response to complaints, ensuring actions are completed and learning is embedded
- Support preparation for external assessments and visits, collating evidence and monitoring delivery of action plans

Financial & Contract Management

- Provide oversight and day-to-day management of contracts
- Ensure payroll is completed accurately and on time for all staff, including radiologists
- Stakeholder Engagement & Reporting
- Attend relevant committees and provide high-quality reports in a timely manner
- Liaise with external organisations and stakeholders as required

Training & Compliance

- Maintain oversight of statutory and mandatory training within the department

General Responsibilities

- Undertake other duties consistent with the scope of the role
- Contribute as part of the wider clinical imaging team to ensure safe, effective, and efficient service delivery

Qualifications & Experience

- HCPC registration
- Extensive clinical experience within an imaging department
- Supervisory/management experience

Person Specification

You'll be a strong leader, with the ability to work autonomously, taking ongoing responsibility for the management of an outstanding, world-class service. You will develop and manage service delivery within Imaging with a high degree of professionalism, ensuring effective deployment, utilisation and control of all resources, whilst providing a high quality, responsive, patient-focused service.

Essential

- BSc or Diploma in Radiography
- State Registration with the Health Care Professions Council (HCPC)
- Participate in and provide support for CPD
- Previous supervisory experience

- Demonstrated leadership capabilities and the ability to drive change and influence positive outcomes
- Extensive knowledge and a high level of competence in imaging modalities
- Experience of quality assurance for imaging
- Experience in leading and facilitating quality improvement initiatives
- Strong understanding of patient safety principles, quality improvement methodologies and governance frameworks
- Effective communication and interpersonal skills, with the ability to engage and educate multidisciplinary teams
- Knowledge of regulatory standards relevant to the imaging department.
- Willingness and ability to adopt new knowledge and research procedures
- High professional standards
- Remain calm under pressure
- Ability to identify personal development needs

Desirable

- Post graduate clinical qualification is desirable
- Management qualification
- Experience working in a private care environment

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.