

# NATIONAL PROFILES FOR PROFESSIONAL MANAGERS

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Note: Professional Manager (Clinical, Clinical Technical Service) was originally banded at 8C-D prior to the introduction of band 9 and has now been rebanded as 8C-9 as the JE score was over 720.

**Job Title:** Professional Manager (Clinical, Clinical Technical Service)

- Job Statement:**
1. Manages staff, including recruitment, appraisal, CPD, performance
  2. Responsible for policy & service development
  3. Accountable for service delivery: liaises with other agencies as appropriate
  4. Responsible for budget & physical resources

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive highly complex, sensitive or contentious information; barriers to understanding; agreement or co-operation required; present complex, sensitive or contentious information to large groups Communicates service-related information to senior managers, staff, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations	5(a) (b)
2. Knowledge, Training & Experience	Specialist knowledge across range of procedures underpinned by theory Professional knowledge acquired through degree supplemented by diploma level specialist training, management qualification or equivalent and experience	6
3. Analytical & Judgemental Skills	Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options Skills for analysis of service, client, organisational, staffing issues	5
4. Planning & Organisational Skills	Plan and organise broad range of complex activities; formulates, adjusts plans or strategies Operational planning of service, business planning	4
5. Physical Skills	Physical skills obtained through practice; Developed physical skills; advanced keyboard use; Highly developed physical skills, accuracy important; manipulation of fine tools materials Driving, keyboard skills/ skills needing accuracy and/or speed required for professional practice	2-3(a)(b)
6. Responsibility for Patient/Client Care	Accountable for direct delivery of clinical, clinical technical or social care service Accountable to trust for delivery of service	7
7. Responsibility for Policy/Service Development	Responsible for policy implementation & development for a service Responsible for proposing & implementing departmental policies; involved in development of trust policies	4
8. Responsibility for Financial & Physical Resources	Budget holder for department/service/service, procurement of physical assets or supplies for department/service Holds budget; monitoring, control for department; procurement of capital equipment, supplies	4(a) (c)
9. Responsibility for Human Resources	Line manager for single function or department Manages staff of department, including recruitment, career development, performance, work evaluation	4(a)
10. Responsibility for Information Resources	Record personally generated information Updates patient/client, work records	1
11. Responsibility for Research & Development	Occasionally/ regularly undertakes R&D; major job feature May undertake research	1-3
12. Freedom to Act	General policies, need to establish interpretation Operates independently, manages department, interprets organisational policies	5
13. Physical Effort	Combination of sitting, standing, walking; Frequent light effort for short periods; occasional/ frequent moderate for several short periods Effort required for carrying out clinical/technical duties	1/ 2(b); (d)/ 3 (c)
14. Mental Effort	Frequent concentration, work pattern unpredictable Concentration for e.g. analysis, writing reports, meetings, patient/client assessment, interruptions to deal with service issues	3(a)
15. Emotional Effort	Occasional distressing / highly distressing or emotional circumstances Deals with staff problems, patient complaints, conveys unwelcome news/ unexpected deaths	2-3(b)
16. Working Conditions	Occasional/frequent unpleasant conditions Conditions relating to carrying out clinical/technical duties	2-3
JE Score/Band	JE Score 550 – 599	Band 8a/b

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  2. Responsible for policy & service development
  3. Accountable for service delivery: liaises with other agencies as appropriate
  4. Responsible for budget & physical resources

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	<b>Provide and receive highly complex, sensitive or contentious information; barriers to understanding; present complex, sensitive or contentious information to large groups</b> Communicates service-related information to senior managers, staff, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations	5(a) (b)
2. Knowledge, Training & Experience	<b>Highly developed specialist knowledge, underpinned by theory and experience</b> Professional knowledge acquired through degree, supplemented by specialist training to masters or equivalent level, management qualification or equivalent, experience	7
3. Analytical & Judgemental Skills	<b>Highly complex facts or situations requiring analysis, interpretation comparison of a range of options</b> Skills for analysing service, client, organisational, staffing issues	5
4. Planning & Organisational Skills	<b>Plan and organise broad range of complex activities; formulates, adjusts plans, strategies</b> Operational planning of service, business planning	4
5. Physical Skills	<b>Physical skills obtained through practice; Developed physical skills; advanced keyboard use; Highly developed physical skills, accuracy important; manipulation of fine tools materials</b> Driving, keyboard skills/ skills needed for professional practice, requiring accuracy and/or speed for professional practice	2 – 3 (a) (b)
6. Responsibility for Patient/Client Care	<b>Accountable for direct delivery of clinical, clinical technical, social care service(s)</b> Accountable to trust for delivery of service	7
7. Responsibility for Policy/Service Development	<b>Responsible for policy implementation &amp; development for a service/ Responsible for policy implementation &amp; development for directorate or equivalent</b> Responsible for proposing & implementing service/departmental policies/ responsible for policy implementation and service development for a directorate or equivalent	4-5
8. Responsibility for Financial & Physical Resources	<b>Budget holder for department/service; procurement of physical assets or supplies for department/service/ responsible for budget for several services</b> Holds budget; procures capital equipment, supplies/ holds budgets for several services	4(a); (c)/ 5(a)
9. Responsibility for Human Resources	<b>Line manager for single function or department</b> Manages staff of department, including recruitment, career development, discipline, work evaluation	4(a)
10. Responsibility for Information Resources	<b>Record personally generated clinical observations</b> Updates patient/client, work records	1
11. Responsibility for Research & Development	<b>Occasionally/ regularly undertakes R&amp;D; major job feature; May undertake research</b>	1-3
12. Freedom to Act	<b>General policies, need to establish interpretation</b> Operates independently, manages department, interprets organisational policies	5
13. Physical Effort	<b>Combination of sitting, standing, walking; Frequent light effort for short periods; occasional/ frequent moderate for several short periods</b> Effort required for carrying out clinical/technical duties	1/ 2(b); (d)/ 3 (c)
14. Mental Effort	<b>Frequent concentration, work pattern unpredictable</b> Concentration for e.g. analysis, writing reports, meetings, patient/client assessment, interruptions to deal with service issues	3(a)
15. Emotional Effort	<b>Occasional distressing / highly distressing or emotional circumstances</b> Deals with staff problems, patient complaints, conveys unwelcome news/ unexpected deaths	2-3(b)
16. Working Conditions	<b>Occasional/frequent unpleasant conditions</b> Conditions relating to carrying out clinical/technical duties	2-3
JE Score/Band	JE Score 590-665	Band 8b-8c

**Job Title:**  
**Job Statement:**

**Professional Manager (Clinical, Clinical Technical Service)**

1. Manages staff, including recruitment, appraisal, CPD, performance
2. Responsible for policy & service development
3. Accountable for service delivery: liaises with other agencies as appropriate
4. Responsible for budget & physical resources

Factor	Relevant Job Information	JE level
<b>1. Communication &amp; Relationship Skills</b>	<b>Provide and receive highly complex, sensitive or contentious information; barriers to understanding; present complex, sensitive or contentious information to large groups/ significant barriers to acceptance; hostile, antagonistic or highly emotive atmosphere</b> Communicates service-related information to senior managers, staff, external agencies: requires negotiating, persuasive, motivational, reassurance skills; gives formal presentations/ manage and reconcile conflicting views where there are significant barriers to acceptance or understanding	5-6
<b>2. Knowledge, Training &amp; Experience</b>	<b>Advanced theoretical &amp; practical knowledge</b> Professional knowledge acquired through degree, supplemented by specialist training to doctorate or equivalent level, management qualification or equivalent, experience	8(a)
<b>3. Analytical &amp; Judgemental Skills</b>	<b>Highly complex facts or situations requiring analysis, interpretation comparison of a range of options</b> Skills for analysing service, client, organisational, staffing issues	5
<b>4. Planning &amp; Organisational Skills</b>	<b>Plan and organise broad range of complex activities; formulates, adjusts plans, strategies</b> Operational planning of service, business planning	4
<b>5. Physical Skills</b>	<b>Physical skills obtained through practice; Developed physical skills; advanced keyboard use; Highly developed physical skills, accuracy important; manipulation of fine tools materials</b> Driving, keyboard skills/ skills needed for professional practice, requiring accuracy and/or speed required for professional practice	2-3 (a)(b)
<b>6. Responsibility for Patient/Client Care</b>	<b>Accountable for direct delivery of clinical, clinical technical, social care service(s)</b> Accountable to trust for delivery of service	7
<b>7. Responsibility for Policy/Service Development</b>	<b>Responsible for policy implementation &amp; development for a service/ Responsible for policy implementation &amp; development for directorate or equivalent</b> Responsible for proposing & implementing service/departmental policies/ responsible for policy implementation and service development for a directorate or equivalent	4-5
<b>8. Responsibility for Financial &amp; Physical Resources</b>	<b>Budget holder for department/service; procurement of physical assets or supplies for department/service/ responsible for budget for several services</b> Holds budget; procures capital equipment, supplies/ holds budgets for several services	4 (a) (c)5(a)
<b>9. Responsibility for Human Resources</b>	<b>Line manager for single function or department/ several/ multiple departments</b> Manages staff of department/ directorate or equivalent including recruitment career development, performance, work evaluation	4-5(a)
<b>10. Responsibility for Information Resources</b>	<b>Records personally generated information</b> Updates patient/client, work records	1
<b>11. Responsibility for Research &amp; Development</b>	<b>Regularly undertakes R&amp;D activity; R&amp;D as major job requirement; co-ordinate, implement R&amp;D activity as job requirement</b> Undertakes research; carries out research as major job requirement/ co-ordinates and implements R & D programmes	2-4
<b>12. Freedom to Act</b>	<b>General policies, need to establish interpretation</b> Operates independently, manages department, interprets organisational policies	5
<b>13. Physical Effort</b>	<b>Combination of sitting, standing, walking; Frequent light effort for short periods; occasional/ frequent moderate for several short periods</b> Effort required for carrying out clinical/ technical duties	1/ 2(b); (d) 3 (c)
<b>14. Mental Effort</b>	<b>Frequent concentration, work pattern unpredictable</b> Concentration for e.g. analysis, writing reports, meetings, patient/client assessment, interruptions to deal with service issues	3(a)
<b>15. Emotional Effort</b>	<b>Occasional distressing / highly distressing or emotional circumstances</b> Deals with staff problems, patient complaints, conveys unwelcome news/ unexpected deaths	2-3(b)
<b>16. Working Conditions</b>	<b>Occasional/frequent unpleasant conditions</b> Conditions relating to carrying out clinical/technical duties	2-3
<b>JE Score/Band</b>	<b>JE Score 641-748</b>	<b>Band 8c-9</b>