



Commissioning Board
A special health authority

Job Description

Job Title	Programme Manager (Revalidation)
Reference Number	<i>To be completed by HR</i>
Directorate	<i>Operations</i>
Pay Band	Agenda for Change Band 8a / Grade 7
Salary	£38,851 - £46,621 p.a.
Responsible to	<i>Assistant Director</i>
Accountable to	<i>Medical Director</i>
Responsible for	Responsible for day to day work assigned to the team whilst directly managing the clinical strategy or revalidation team on specific related tasks.....
Organisation Chart	A copy of the Organisation Chart is attached
Base	Within the LAT Offices The NHSCB supports flexible working and is committed to promoting a diverse workforce. All posts are open to applicants wishing to work on a part time or flexible basis. Applicants should discuss what flexibilities could be applied to this post with the line manager.

Job Purpose/Summary

As a .Head of Service, the post holder will work as part of a dynamic team in delivering an effective service supporting managers and staff across the clinical strategy and revalidation teams as appropriate.

The role supports the business in driving transformation as well as value for money in planning, commissioning and service. The role is designed to build a combination of subject matter expertise and technical skills to develop a strong service delivery.

Key Job Specific Responsibilities

The post holder will be responsible to the appropriate Assistant Director in the medical directorate

Improving quality and outcomes

- To ensure a high quality service is delivered by a properly qualified and safe workforce

Enabling clinical leadership

- To ensure that clinical leadership is central to the delivery of all NHS Commissioning Board activities
- To work collaboratively across the NHS CB matrix, including integrating the National Director's portfolio with the Domain Leads.

Enabling patient and public involvement

- To act as a champion for patients and their interests and involve the public and patients in the policy development and decision-making of the NHS Commissioning Board

Promoting equality and reducing inequalities

- To uphold organisational policies and principles on the promotion of equality
- To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality

Partnership and cross boundary working

- To ensure the quality of commissioned primary care services

Leadership for transformational change

- To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes. Embedding this approach across the Directorate

Using insight and evidence for improvement

- To monitor professional performance and highlight areas for action

Developing an excellent organisation

- To actively support the development of individuals and the team through appraisal, personal development planning, coaching and mentoring
- To work in partnership with others and as part of cross directorate teams to deliver successful outcomes
- To support the organisation's ways of working, model its values and champion the NHS Constitution.

Key Accountabilities

- .LAT Assistant Director and LAT Medical Director

Key Working Relationships

- Operate effectively in a flexible and demanding environment and proactively engage with NHS staff, consultants and contractors working on a variety of topics.
- Work effectively with a variety of external consultancies working on other projects and programmes within other NHS directorates as required
- Provide and receive highly complex, sensitive and contentious information, presenting information, to a wide range of stakeholders in a formal setting.
- Deal with resulting potentially aggressive/antagonistic situations as required.
- Work and engage constructively with internal and external stakeholders on a range of business sensitive issues
- Nurture key relationships and maintain networks internally and externally, including national networks
- Ensure close liaison with the Communications and Stakeholder team on public relations and marketing activities
- Link with managers and members of other functions, to address inter-dependencies and ensure alignment
- Apply a structured change management approach and methodology for the

impact of any change

- Deputise for the Head of Department as required, expanding on knowledge, skills and experience within personal professional development.

Key Functional Responsibilities

Operational

- To oversee team members to deliver requirements listed above and engage and liaise with key stakeholders, in particular;
 - To support the delivery of day to day activities and projects
 - To manage team and drive delivery of a range of business initiatives and projects
 - To support the identification and sharing of best practice in employee engagement
 - To operate in a highly political and sensitive environment
 - Support the portfolio of initiatives in demonstrating value for money for the current spend through tracking, managing and delivering agreed benefits

Project Management

- Lead the team in the delivery of project plans, allocating tasks as appropriate, identifying risks, issues and dependencies, considering best practice and current options and ultimately making decisions in the best interest of the project.
- Develop a comprehensive and cohesive plan for the transition period which is consistent with the overall project timetable, meets the strategic direction of the team and minimises unnecessary disruption to stakeholders involved in the process and is operationally sound.
- Pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms.
- Be responsible for a high standard of work supporting the delivery of projects on time, to quality standards and in a cost effective manner.
- Maintain the project initiation document and associated plans with regular team meetings to monitor progress and resources.
- Ensure the flexibility of the project if required to meet conflicting/changing requirements.
- Responsible for the planning and organisation of numerous events/meetings. Ensuring communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner.
- Demonstrate effective stakeholder management across different departments and at all levels.
- Support other project managers as and when required.
- Take into account the impact of any change the projects will have on the business and oversee handover of any products to ensure full ownership and buy-in within the business Advocate the projects at senior and executive levels and ensure active engagement and sponsorship within NHS as a

whole.

- Ensure that the projects maintain business focus, have clear authority and that the context including risks, are actively managed in alignment with the strategic priorities of NHS.

Financial and Physical Resources

- Act in a way that is compliant with Standing Orders and Standing Financial Instructions in the discharge of budget management responsibilities.
- Budget holder for assigned function/team, budget setting with the Head of Department. Responsible for ensuring adherence to the budget and ongoing monitoring of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.
- Identify products, equipment, services and facilities for assigned activities, achieving stakeholder buy-in as required. Placing orders and signing invoices, keeping mindful of budget limitations.
- Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Head of Department, Steering/Reference Groups and others as required.

Staff Management

- Directly manages the team of staff, responsible for day to day work assigned to Team.
- Responsible for the recruitment of team staff, chair of recruitment panels and acting as the recruiting officer.
- Responsible for undertaking appraisal and personal development including progressing any disciplinary or capability issues.
- Forge close positive working relationships, in order to support an effective matrix approach to achieve NHS objectives.
- To support, motivate and develop staff within the team to ensure that they are able to deliver the new responsibilities of the NHS strategy.
- Managing third parties (such as consultants/interims) to ensure deliverables are met in a timely manner and within budget.

Information Management

- Drafting reports summarising status on issues, appraising outcomes, and providing progress reports for the Head of Department.
- Collate as required, qualitative and quantitative information and lead appropriate analysis to develop robust business cases and contribute to project 'products'.
- Analyse, interpret and present data to highlight issues, risks and support decision making.

Policy and Service Development

- Responsible for proposing and drafting changes, implementation and interpretation to policies, guidelines and service level agreements (SLA's)

which may impact service.

- Proposes changes to own function making recommendations for other service delivery.
- The post holder will need to maintain a good knowledge of emerging policies from government departments for example pensions, change management, constitution. This will assist in the thinking and definition of the strategy discussions for the Network and stakeholders.

Research and Development

- Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information
- Deliver projects to comply with key performance indicators.
- Co-ordinating Research & Development initiatives, delegating as appropriate.

Planning and Organisation

- Contribute to the strategic planning of Team projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes, in accordance with Clusters and Sector priorities.
- Contribute to short, medium and long term business plans, achieving quality outcomes.

This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

Area	Essential	Desirable	Assessment
Values and behaviours			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrably involves patients and the public in their work	√		A/I
Consistently puts clinicians at the heart of decision making	√		A/I
Values diversity and difference, operates with integrity and openness	√		A/I
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Educated to masters level or equivalent level of experience of working at a senior level in specialist area.	√		A/I
Knowledge and Experience			
Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent	√		A/I
Evidence of post qualifying and continuing professional development	√		A/I
Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement	√		A/I
Should have an appreciation of the relationship between	√		A/I

the Department of Health and individual provider and commissioning organisations			
Member of relevant professional body	√		A/I
Skills and Capabilities			
Communication Skills			
Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups	√		A/I
Ability to negotiate on difficult and controversial issues including performance and change.	√		A/I
Analytical Skills			
Problem solving skills and ability to respond to sudden unexpected demands	√		A/I
Ability to analyse complex facts and situations and develop a range of options	√		A/I
Takes decisions on difficult and contentious issues where there may be a number of courses of action.	√		A/I
Strategic thinking – ability to anticipate and resolve problems before they arise	√		A/I
Planning Skills			
Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly	√		A/I
Comprehensive experience of project principles techniques and tools such as Prince 2 and Managing Successful Projects		√	A/I
Management Skills			
Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals.	√		A/I
Autonomy/Freedom to Act			
Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/ Manager, with the aim of improving deliverables and compliance to policies.	√		A/I
Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales	√		A/I
Experience of identifying and interpreting National policy.	√		A/I
Experience of researching best practice (globally, private and public sector), interpreting its relevance and	√		A/I

processes/ practices which could be implemented successfully to achieve system reform (advising on policy implementation)			
Physical Skills			
Working knowledge of Microsoft Office with intermediate keyboard skills.	√		A/I
Equality and Diversity			
Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day-to-day working practices, but also in relation to management systems	√		A/I
Financial and Physical Resources Mgt Experience			
Previously responsible for a budget, involved in budget setting and working knowledge of financial processes	√		A/I
Other			
Used to working in a busy environment	√		A/I
Adaptability, flexibility and ability to cope with uncertainty and change	√		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
Professional calm and efficient manner	√		A/I
Effective organizer, influencer and networker	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals.	√		A/I
Completer/Finisher	√		A/I
*Assessment will take place with reference to the following information A=Application form I=Interview T=Test C=Certificate			