

## Berkshire East Primary Care Trust

### Commissioning and Service Redesign Directorate

#### Job Description

##### 1. Job Details

<b>Job Title:</b>	Transformation Programme Leads Assistant Director
<b>Reports to:</b>	Director of Commissioning
<b>Grade/Salary:</b>	8c
<b>Base:</b>	PCT Headquarters

##### 2. Job Purpose

As Transformation Lead you will have lead responsibility for the PCT's Commissioning Work Programme. This will encompass negotiating and agreeing Service Level Agreements on behalf of the PCT, establishing effective performance management frameworks and the development of innovative approaches to service commissioning and design. You will lead and co-ordinate the local processes to agree the PCT's annual Local Delivery Plan.

As a lead manager in the PCT's transformation programme, the post holder will be responsible for working with clinicians in driving forward innovative improvements in quality and productivity. This will include being involved as a key member of the team working to deliver effective contracts through supporting the development and monitoring of service specifications and qualifications as well as providing commissioners intelligence to the contracting team.

##### 3. Dimensions

The PCT is responsible for health improvement, reducing health inequalities, developing primary care services and commissioning health and social care for a population of 376,500. The PCT has a budget of £550m for this purpose.

There are 53 GP Practices and 226 GP's in the PCT's area.

- The Transformation Programme Lead has responsibility for commissioning services in excess of £400m.

#### **4. Knowledge Skills And Experience Required**

See attached person specification

#### **5. Key Result Areas (Main Responsibilities)**

##### **Commissioning**

- Lead on behalf of the Director of Commissioning the PCT's commissioning strategy, setting the commissioning work programme and monitoring its delivery;
- Work with other PCT's to establish common pathways and priorities in the commissioning and development of services that will benefit service users and carers;
- Support the Director of Commissioning in co-ordinating commissioning activity across the PCT to ensure there is an integrated approach to the commissioning of individual services;
- Ensure effective specifications are in place to performance manage commissioned services from providers;
- Take a key role in the team that negotiates contracts with providers and the independent sector including ISTC facilities;
- Ensure specialist advice is available and accessed in the commissioning process by developing formal and informal mechanisms to enable clinicians to lead the transformation of services;
- Lead on behalf of the Director of Commissioning on aspects of the Strategic and Operation Plan;
- On behalf of the PCT and working with other agencies lead the development and implementation of strategies and plans that will improve access to services;
- Co-ordinate the work of all provision projects (and the respective Project Managers) providing commissioning support to the Commissioning and Service Redesign Directorate;
- Lead and develop key strategic transformation programmes in line with the processes and policies of the PCT.

## **Operational Management**

In those areas where you have designated operational management responsibilities, you will:

- Ensure that effective operational management policies and procedures are in place and are regularly reviewed and updated;
- Ensure that Berkshire East's PCT policies in relation to Governance controls are adhered to and take a lead role across the organisation in specific areas;
- Ensure complaints relating to the services you are responsible for are reviewed and action taken to address any weakness identified;
- Actively seek feedback from service users and staff to inform service change and development;
- Liaise with colleagues in other teams and organisations as necessary to resolve problems;

## **People Management**

As a manager of staff you will be responsible for:-

- Promoting the Berkshire East PCT approach to involving and empowering staff by effective leadership and coaching;
- Ensuring effective communication with team members within the framework of the PCTs communication strategy;
- Developing and reviewing the job descriptions of those staff reporting directly to you to ensuring their roles and responsibilities are clear;
- Agreeing personal development plans for staff reporting directly to you.

## **6. Communications And Working Relationships**

As an Assistant Director of Berkshire East PCT your communications with the following will be at the highest level and will require negotiation and influence. It follows that such communications must take place in a manner that ensures personal and corporate credibility, and that foster effective and lasting relationships with staff, service users and other stakeholders.

- Berkshire East PCT Board and Executive Committee members.
- Berkshire East PCT CEO, Directors, Senior Managers and staff.
- Senior Managers in local authority and other partner organisations, including educational establishments.
- Directors/Senior Managers in provider organisations.
- Members of the Primary Care Team, including GP's and Practice Staff.
- Patients, carers, clients, general public and other stakeholders.
- Unitary Authorities

The duties and responsibilities described in this job description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the PCT develops the requirements of the job may change and the post holder is expected to adapt to these changes.

**SPECIAL NOTE:**

This job description does not form part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

This job description is not a complete list of duties, but is intended to give a general indication of the range of work undertaken. It will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only after discussion with the post holder.

PERSON SPECIFICATION

**POST TITLE: Transformation Programme Leads  
(Associate Director)**

CATEGORY	ASSESSMENT METHOD		
	Essential	Desirable	Preferential
<b>1. Education/Qualification</b>  Educated to bachelors degree level or equivalent or evidence of continuing professional development  Educated to Masters degree level	√	√	
<b>2. Previous Experience</b> <ul style="list-style-type: none"> <li>▪ Responsibility for, and management of complex, programmes</li> <li>▪ Strong statistical, interpretative and analytical skills</li> <li>▪ At least 3 years experience at a senior management level in the NHS or in other sectors</li> <li>▪ Working within a PCT with commissioning or contracting experience</li> </ul>	√  √	√  √	

<p><b>3. Knowledge, Skill &amp; Abilities</b></p> <ul style="list-style-type: none"> <li>▪ Able to lead in a complex environment, including the ability to negotiate, persuade and influence at a senior level.</li> <li>▪ Able to take decisions in complex and uncertain situations, or based on restricted information (when necessary)</li> <li>▪ Politically sensitive and being able to manage sensitivities constructively.</li> <li>▪ Able to use a range of techniques to achieve change</li> <li>▪ Ability to gather information from a wide range of sources, and to evaluate, analyse and synthesise complex information</li> <li>▪ Able to relate and be credible with a wide range of bodies and people (senior managers, clinicians, local government officers, patients and the public)</li> <li>▪ Confident and believable when presenting complex issues to a range of diverse (and sometimes hostile) audiences where barriers to understanding may exist.</li> <li>▪ Able to use programme and project management techniques to deliver complex programmes and individual projects</li> <li>▪ Able to motivate others, build cohesion and collaborative working to deliver change</li> <li>▪ Able to prioritise own work (or work of others) to manage time and conflicting demands</li> <li>▪ Understanding of the key issues relating to market management and the principles and rules for co-operation and competition</li> </ul>	<p>√ √ √ √ √ √ √ √ √ √ √ √</p>	<p>√</p>	
<p><b>4. Additional Requirements Personal Qualities</b></p> <ul style="list-style-type: none"> <li>▪ Enjoys a challenge</li> <li>▪ Customer services focused</li> <li>▪ Persuasive and articulate</li> <li>▪ Self motivated &amp; Self achiever</li> <li>▪ A starter finisher</li> <li>▪ Patience</li> <li>▪ Enjoys 'breaking down' complex subject matter and communicating to others</li> <li>▪ Resilient – able to deal effectively with contentious situations</li> <li>▪ Comfortable working with ambiguity and complexity, and able to bring clarity to complex situations</li> <li>▪ Able to deal effectively with hostile situations and find resolutions</li> </ul>	<p>√ √ √ √ √ √ √ √ √ √</p>		