

JOB DESCRIPTION

Job Title: Senior Relationship Manager

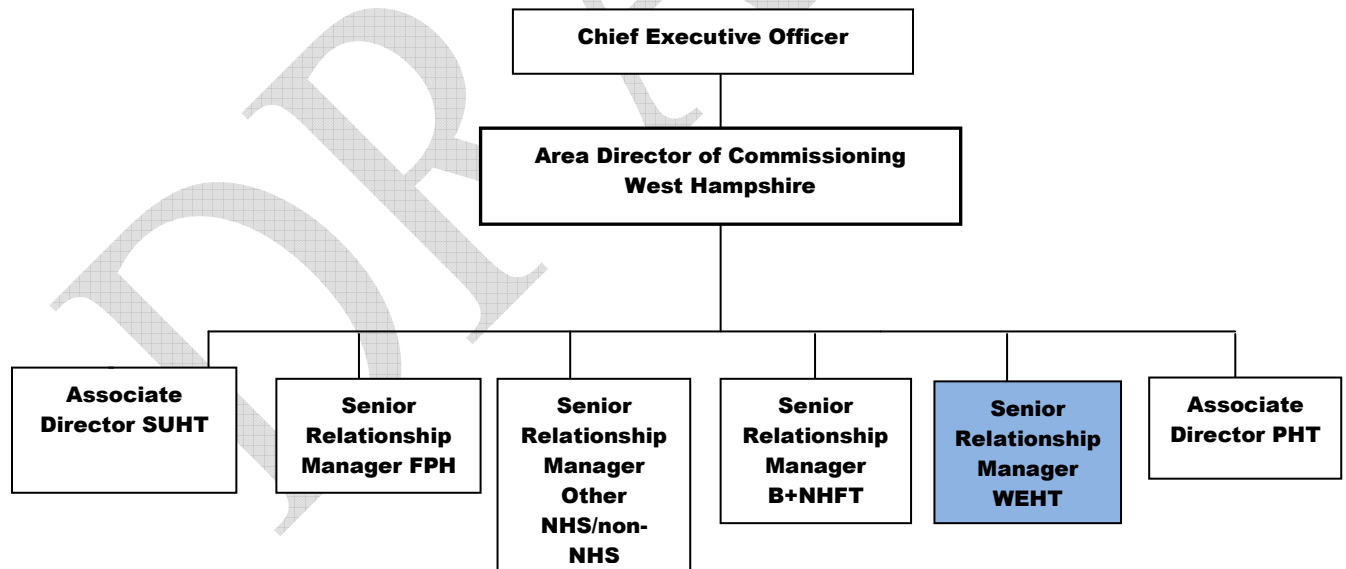
Grade: (inserted after Job Evaluation)

Accountable to: Area Director of Commissioning Contracting

1. MAIN PURPOSE OF JOB

- Responsible for the overall management and performance of the £100m contract for healthcare at Winchester and Eastleigh Healthcare NHS Trust(WEHT)
- Responsible for leading the WEHT relationship team in
 - Contract negotiation
 - Contract development
 - Manage the day to day relationship between HPCT and WEHT
- Responsible for Contract support to the Childrens commissioning function for Hampshire PCT
- Responsible for ensuring that accurate, timely and detailed information is available to the Hampshire PCT Trust board with regard to WEHT contract monitoring and management
- Line manage contract staff allocated to WEHT

2. POSITION IN ORGANISATION



3. SCOPE AND AUTHORITY

- Works autonomously and able to interpret and apply standards for legally binding contracts.
- Manage the work of the PCT in contracting for Childrens commissioned services
- Ensure that contract monitoring and performance management with WEHT is rigorous and effective.
- Develop close working relationships with other PCTs, providers, the Strategic Health Authority commissioning teams, partner organisations to ensure effective and collaborative contracting.

4. KEY RESULT AREAS

Management Responsibilities

- To have overall responsibility for management and performance of the WEHT contract, and the PCTs contracting for Childrens services
- Develop a close working relationship with the CEO and Executive directors of WEHT to ensure day to day links between HPCT and WEHT
- Provide reports for the PCT management board and main Trust board as required.
- To plan and organise own work schedule and work of the team to ensure that activities are completed within agreed timescales to deliver an effective and efficient service.
- Lead the development of the WEHT relationship team

Childrens contracting

- Ensure appropriate, timely and rigorous monitoring of contracts for childrens services
- Work with the head of childrens commissioning to develop a multi-disciplinary approach to childrens contracting
- With the support of the Senior relationship manager (SUHT), develop new contracts for childrens services as required.
- Prepare reports for the PCT trust board and management board on contracting for Childrens services

Contract monitoring and performance management

- Develop the process and timetable for contract monitoring and performance management with WEHT.
- Ensure the availability of accurate, timely information to support monitoring and management of the WEHT contract.
- Develop the contract review process for WEHT and ensure this is in line with contract monitoring for other providers.
- Develop the relationship team for WEHT to ensure full engagement of all elements of the PCT in regular review meetings with providers.
- Develop processes to ensure appropriate action is taken to understand and reverse adverse movement in contract activity/financial positions at WEHT

5. Other responsibilities

- Actively engage in support for the delivery of all key priorities for the PCT as appropriate
- Directly manage the WEHT budget
- Contribute to the development of the PCTs financial recovery plans and ensure delivery of identified savings plans relevant to contracted services

6. Health and Safety

It is the responsibility of all employees to work with managers to achieve a healthy and safe environment, and to take reasonable care of themselves and others. Specific individual responsibilities for Health & Safety will be outlined under key responsibilities for the post.

7. Equality & Diversity

It is the responsibility of all employees to support the PCT's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the PCT's Equality & Diversity Strategies and Policies.

8. Information Governance

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

9. Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment within the PCT but must be declared in writing at the appropriate stage during the recruitment process.

10. Performance Appraisal and Personal Development Planning

The PCT is committed to providing a high quality service through the effective management and development of its employees. The Performance Appraisal and Personal Development Planning process ensures that the PCT is able to achieve its key aims of commissioning and delivering cost effective, high quality and responsive healthcare, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims. All staff will be expected to participate fully in the Appraisal and Development process and comply with the relevant Policy.

11. Smoke-free Policy

This PCT operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles.

In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place. The policy also

applies to all staff employed by the PCT at any location they may work, whether within or external to the PCT's premises.

The policy contains further details including support facilities; subsequent failure to comply with this policy may result in disciplinary action.

April 2008

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9. Person Specification

Criteria	Essential	Desirable	Measurement/ Evidence
<p>Qualifications: special/vocational training: specific competence required (driver)</p>	<p>Masters level qualification or equivalent post graduate education</p>		<p>Application form</p>
<p>Knowledge</p>	<p>Detailed knowledge of NHS systems and processes.</p> <p>Detailed knowledge and experience of NHS contracting processes</p> <p>Detailed Understanding of the NHS commissioning process.</p> <p>Understands the importance of provider/commissioner relationships in the delivery of high quality healthcare to the population</p> <p>Experience of working with a range of partner organisations to ensure delivery of high quality healthcare to a population.</p> <p>Experience of working on major change projects with evidence of leading a number of projects.</p> <p>Detailed knowledge of NHS financial processes.</p> <p>Knowledge and understanding of PCT ledger systems.</p>		<p>Recruitment process</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>Skills</p>	<p>Able to demonstrate an ability to relate at a senior level within and external to the PCT representatives.</p> <p>Able to clearly and succinctly articulate complex or difficult</p>		<p>Assessment process</p> <p>Application</p> <p>Interview</p>

	<p>messages.</p> <p>Specific project management skills/qualification</p> <p>Able to manipulate, analyse and interpret complex data sets.</p> <p>Highly computer literate. Able to use all software packages in current use within the NHS to maximise efficiency and productivity.</p> <p>Well developed people skills.</p> <p>Experienced Budget manager with previous experience of managing NHS budgets.</p> <p>Excellent presenter. Able to clearly and succinctly put across complex concepts.</p>		
Experience (general/specific)	<p>Wide experience in a range of NHS management roles.</p> <p>Experience of managing NHS secondary care contracts.</p> <p>A minimum of 5 years experience at Senior level in the NHS.</p>		
Approach	<p>High level of interpersonal and communication skills</p> <p>Self motivated and driven to succeed.</p> <p>Aware of impact on others</p> <p>Supportive and flexible yet able to take a firm approach and hold a position.</p> <p>Flexible and adaptable in different situations.</p> <p>Able to travel within PCT area</p>		<p>Assessment process and interview.</p>