

JOB DESCRIPTION

Job Title:	Programme Manager - Polysystems
AfC band:	TBC
Responsible to:	Executive Director of Strategic Commissioning
Accountable to:	Chief Executive
Base/Department	Kirk House

Key Relationships:

External

GP PBC Locality Leads
Patient and Carer groups
General Practices
London Borough of Hillingdon
Acute Trust(s)
Strategic Health Authority

Internal

Primary Care Advisers
Executive Team
All directorates within the PCT
Professional Executive Committee
PCT Board

Job Purpose:

To provide a senior function within the commissioning directorate and be responsible for the development and implementation of an agreed strategy for the introduction of polysystems across Hillingdon in line with national and local objectives. The post holder will need to ensure that these changes demonstrate world class commissioning competencies, embrace innovation and are based on robust methodologies and evidence. The role is focused on ensuring that the right care is delivered in the right place and that services continue to improve health outcomes and patient experiences whilst demonstrating value for money.

Key responsibilities of the post are to:

Strategy, Planning & Delivery

- To lead on the polysystem work area in the commissioning directorate, developing strategy, setting the work programme and managing its delivery.
- To be responsible for the programme management of the implementation of the agreed strategy, using defined project management techniques
- Management of multidisciplinary project teams when undertaking activities ensuring the co-ordination of effort to achieve the desired objectives

- Work collaboratively across the community with partner agencies to establish common approaches and priorities for areas of work that will benefit service users and carers.
- As part of the role, responsibility for the negotiation service transfers with local acute Trusts.
- Working with Practice Based Commissioners and other key commissioning colleagues to identify priorities for service redesign and agree new patient pathways
- To ensure that facilities are 'fit for purpose' for delivering new polyclinic service models, which will include, buildings, IT infrastructure and equipment.

Analysis & Judgement

- Provide accurate analysis and interpretation of documents, guidance and other sources of information in the development of polyclinic systems.
- Analyse and interpret information for third parties including the board, executive directors, clinical directors, clinical board, patient and public forum, overview and scrutiny committee, independent contractors, their staff, local authority partners and public.
- Lead on capacity and needs analysis, supported by the information analysts
- Lead the implementation of national policy for areas of responsibility as it emerges ensuring that its implementation reflects local priorities and is integrated with the PCT polyclinic programme, taking particular note of patient equality, access and value diversity.

Physical & Financial Resources

- Responsible for the polyclinic programme budget
- Oversee the development of highly complex service specifications
- The post holder will have a high degree of emotional intelligence, be able to manage unexpected and demanding situations, and be emotionally robust.
- The post holder will be expected to work autonomously and display a high degree of independent thinking and working.
- Contribute to long term financial planning of the PCT ensuring that opportunities are taken for greater efficiencies.
- Ensure the provision of regular, timely and accurate information.
- Develop costing and performance information to start benchmarking services against other comparable organisations and ensuring that value for money is achieved in polyclinic system development

Leadership & Governance

- Provide leadership for polyclinic commissioning in Westminster PCT.
- Develop and maintain processes and systems to ensure that all audit and governance requirements are met for key areas of responsibility.
- Contribute to the strategic focus of the PCT and work in partnership with colleagues to ensure achievement of objectives.
- Undertake corporate responsibilities as part of the PCT's senior management team.
- To act up on behalf of the Director of Commissioning as agreed and to act as their representative at key meetings, including the Trust Board and the Strategic Health Authority

Interpersonal and Communication Skills

- Deliver presentations on highly complex or contentious issues to large groups and to a variety of audiences including staff, local authority members and officers, the public, clinicians etc and produce Board level reports.
- Develop and maintain effective networks as appropriate in Westminster PCT, representing the PCT at NHS London and national events.
- Effectively chair meetings with internal and external parties, patients, members of the public, councillors and clinicians as required.
- To demonstrate highly developed communication and presentation skills in the provision and receiving of highly sensitive information incorporating the need to use the highest level of interpersonal skills.
- To demonstrate excellent change management and leadership skills, with the requirement to communicate regularly in an environment that is hostile to change.
- To have a lead role in negotiating both internally and externally with a wide range of partner organisations both statutory and non statutory.
- To have delegated responsibility for the decisions of the PCT, promoting and explaining the position of the PCT in relation to polyclinic system development, to maximum effect with internal and external stakeholders, and building alliances to enhance the ability of the PCT to meet its objectives.

Human Resources

- Management of multidisciplinary project teams when undertaking activities ensuring the co-ordination of effort to achieve the desired objectives.
- Responsible for the recruitment, selection and management of programme support staff

- Develop and maintain a positive and focused team culture.
- Manage the performance of staff through coaching and mentoring to enhance their potential and take action to improve poor performance when necessary.
- Ensure that all staff undertake annual appraisals and have Personal Development Plans.
- Revise job descriptions on a regular basis to reflect changes to roles.
- Ensure up-to-date training, needs analysis and workforce development plans are developed and delivered.
- Manage and monitor attendance and ensure that policies and procedures are consistently applied.

Planning and Organising

- Establish a programme of project management to support the effective delivery of objectives.
- Ensure effective reporting mechanisms are in place to track progress against plans and escalate issues and risks to appropriate groups/boards for timely resolution.
- Manage and deliver projects within budgetary constraints and agreed timescales.
- Ensure that where appropriate, projects are integrated both with and outside the PCT where this will provide both economies of scale and “joined up” benefits.
- Develop a culture of continuous improvement.
- Ensure services and workforces infrastructures are fit for purpose.
- Effectively plan, communicate and execute changes ensuring engagement and involvement.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Personal Development

Confidentiality

In the course of your employment you will have access to confidential information relating to the business of NHS Hillingdon. You are required to exercise due consideration in the way you use such information and should not act in any way which might be prejudicial to interests of the organisation. Information which may be included in the category which requires extra consideration covers both access to the general business of the organisation and information regarding individuals including patients.

Data Protection

The Data Protection Act 1984 and as amended in 1998 regulates the use of automatically processed data. You are required to ensure that any information obtained, processed or held on a computer is done so in a fair and lawful way and to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations.

Health & Safety

You are reminded that in accordance with the Health and Safety at Work Act 1974 you have a duty to take responsible care to avoid injury to yourself and to others by your work activities and that you co-operate with NHS Hillingdon and others in meeting statutory obligations.

Equal Opportunities

It is the aim of NHS Hillingdon to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, religion, race, colour, nationality, ethnic or national origins, or is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

To this end the Trust has an Equal Opportunities Policy and it is the responsibility of each employee to contribute to its success.

Safeguarding

As a health organisation we are fully committed to ensuring that safeguarding principles for children and adults are strongly embedded in the services we either commission or provide. All employees will be expected to undergo relevant training, be familiar and comply with all related policies and procedures. Posts within the organisation are exempt from the Rehabilitation of Offenders Act - any convictions must be declared. The majority of our posts are also subject to either a standard or enhanced criminal records bureau check.

Outside Employment and Financial Interests

You may, with the consent of NHS Hillingdon, engage in outside employment contracts. You must declare to NHS Hillingdon any financial interest or relationship you may have which may affect NHS Hillingdon policy decisions. NHS Hillingdon reserves the right to refuse consent if any outside employment contracts are adjudged to conflict with NHS Hillingdon's interests.

SFI's & SO's

It is your responsibility to ensure that you are working within NHS Hillingdon's Standing Financial Instructions and Standing Orders. These documents, provide a regulatory framework for the business conduct of the Trust. They fulfil the dual role of protecting the Trust's interests (ensuring, for example, that all transactions maximise the benefit to the Trust) and protecting staff from any possible accusation that they have acted less than properly (provided of course that staff have followed the correct procedures outlined in the relevant document).

No – Smoking

NHS Hillingdon is a non smoking organisation and smoking is not permitted within any of the Trust buildings or it's grounds

Prepared By:

Name: (capitals)

Job Title:

Date:

Programme Manager

PERSON SPECIFICATION

***Methods of Assessment for this post:** Application form
 Interview
 Test/Certificate/Reference

PERSON SPECIFICATION

E = Essential, D= Desirable

POST TITLE: Programme Manager - Polyclinics

CATEGORY	E/ D	ASSESSMENT METHOD (v)			
		Application Form	Interview	Selection Tool	References
1. Education/Qualifications					
Educated to Masters degree level or equivalent	E	Y			
Evidence of on-going development	E	Y	Y		
Recognised project management qualification	E	Y			
2. Knowledge & Abilities					
Substantial experience of successfully commissioning healthcare services	E	Y	Y		Y
Substantial experience of effectively managing a team of senior staff from a range of professions and agencies	D	Y	Y		
Technical knowledge of commissioning health and/ or social care services	E	Y	Y	Y	
Experience of working across agencies and delivering service change across boundaries	D	Y	Y		
Demonstrate experience of change management and delivering objectives	E	Y	Y		Y
Demonstrate exceptionally high oral and communication skills	E	Y	Y	Y	
Is able to employ a range of negotiation and influencing strategies	E	Y	Y		

Able to work collaboratively and effectively with colleagues across the strategic health community	E	Y	Y		Y
Able to meet requirements in a responsive and timely manner and able to demonstrate flexibility according to workload demands	E	Y	Y		Y
Ability to synthesise and prioritise highly complex and potentially conflicting demands	E	Y	Y		
Able to work autonomously taking decisions as agreed with director	E	Y	Y		Y
3. Personal Qualities					
Demonstrate confidence and self belief when under pressure	E	Y	Y	Y	
Experience of facilitating partnership working, decision making and conflict resolution	E	Y	Y		Y
Excellent interpersonal and relationship building skills along with a proven track record in professionalism when communicating with people with strong opposing views.	E	Y	Y		Y
Demonstrate ability to self-manage workload and complexity in order to operate effectively	E	Y	Y		
Be committed to promoting equity and has a sound understanding of diversity issues	E		Y		
Ability to travel across the geographical area serviced by the PCT	E	Y			