

Southampton West PCN Business Manager Job Description

Salary Scale:	40 - 50k Negotiable (dependent on qualifications and experience)
Hours of Work:	Full time (flexible to suit need of business, including some on-call responsibilities)
Accountable to:	Clinical Directors of Southampton West PCN, SPCL Head of Transformation
Employed by:	SPCL
Hours & FTE:	Full time over 5 days M-F with flexibility to work evenings and weekends if required
Salary:	Depending on experience £40-50k
Pension:	The role holder will be eligible to join the NHS Pension Scheme

Overall purpose of the role

The PCN Business Manager will be a key member of the PCN leadership team, working closely with the Clinical Directors, practice management and clinical teams within our member Practices as well as our local Systems partners such as the CCG.

The PCN Business Manager will contribute to the evolving PCN strategy and will lead on shaping, defining and delivering operational workstreams and ensuring PCN staff and services are well integrated in the practices. The role is pivotal in driving the PCN forward to ensure delivery of the contractual elements of the PCN DES and against the targets set by NHSE, the CCG and the West PCN Board.

Role description

The PCN Business Manager is required, amongst other things, to:

- Coordinate and support the delivery of high-quality primary health care projects and systems within the West PCN.
- Support the PCN Clinical Directors and Board to ensure the smooth running of the PCN.
- Coordinate and monitor the successful achievement of all PCN DES requirements, reporting on milestones and KPIs (key performance indicators).
- Lead and be accountable for the organisation, collation and submission of performance and quality reports to the Commissioning Body.
- Work with member GP practices to monitor and ensure effective delivery of Investment and Impact Fund (IIF) targets
- Ensure that the PCN is fully utilising all available funding streams.
- Lead on the recruitment, integration and retention of PCN staff and PCN service delivery, ensuring staff within the West PCN are working towards common goals where desirable.
- To represent West PCN in cross organisation meetings when agreed e.g. CCG (Clinical Commissioning Group) meetings.
- To develop and run administrative systems for West PCN projects.
- To be responsible for the delivery of projects as approved by the Board (within budget, timescales & national guidelines).
- Support the Clinical Directors, Board members and member practice staff as required.
- Coordinate and minute PCN meetings.

HR (Human Resources) duties and responsibilities

- To fully understand the opportunities available to the PCN through ARRS funding and advise the PCN Board and practices how best use of such resources can be achieved.
- To contribute as required to the recruitment, induction, and deployment of ARRS Resources.
- To lead on and manage governance, reporting and administrative requirements of personnel employed under ARRS.

Financial duties and responsibilities

As PCNs develop, clear and unequivocal finance management is essential. The postholder will work in conjunction with the Practice Managers:

- To inform and advise the PCN Board on all available income generating opportunities.
- To work with Southampton Primary Care Limited (SPCL) to produce financial reports and plans as requested by the Board.

Operational and organisational duties

- Identify clinical and organisational improvements to enhance and improve integrated care and services to patients.
- Be aware of performance and quality indicators for all aspects of Primary Care.

- Liaise and work with different practices on an ad-hoc project basis.
- To convene and lead relevant meetings, ensuring outcomes are recorded and shared with member practices and key stakeholders e.g., PCN Board meetings.

Performance and Quality Indicators

The post-holder should strive for continuous improvement, both personally and in the services that the PCN delivers. The post-holder should, as a minimum:

- Be aware of local and national quality standards for all aspects of primary care.
- Ensure that the PCN meets all Health and Social Care Act requirements.
- Assist in the production of information for reports or clinical audit as requested by other members of staff or the Board.
- Effectively manage own time, workload and resources.
- Ensure personal KPIs are achieved. These to be determined during your probationary period.

Strategy and Development

Opportunities and future development are what will drive the PCN forward successfully.

As such, the post-holder should be aware of these opportunities and report them to the Clinical Directors. As a minimum they should:

- Support the identification of funding and other resource opportunities and recommend how this might be used to best advantage the PCN.
- Identify potential clinical and organisational improvements to enhance and improve integrated care and services to patients.
- Represent the Board at any external meetings as requested by the Board, taking the Board's view forward; report back to the Board after these meetings.
- Support the exploration of possibilities for future development with outside agencies.
- Develop relationships with other PCNs managers in Southampton.
- Inform the PCN Leadership Team of developments and functioning of other local PCNs to share examples of good practice and opportunities.

Contributing to the implementation of services

- Develop new policies, standards, SOPs and guidelines as required.
- Monitor and review effectiveness of new services to review impact and value for money.

Other duties

- To carry out other duties that are required within the role as it evolves within the development of the organisation.
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises.

- These additional duties will usually cover unforeseen circumstances or changes in work, and they will normally be compatible with the post-holder's regular type of work.
- If the additional responsibility or task become a regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff.
- To ensure patient confidentiality, respect, and dignity is always adhered to.
- To work across different practices on an ad hoc/when required basis.

Flexibility

- Due to the still emerging nature of Primary Care PCNs, the nature of this post will undoubtedly change. As such, flexibility is essential. The post holder is required to carry out any duties that may reasonably be requested by the Partners, Clinical Directors or Management team.
- No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments, however, may be made without the agreement of the employer or without full consultation with the post-holder.

Competence

At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with the CEO of SPCL. Employees have a responsibility to inform their manager if they doubt their own competence to perform a duty.

Supervision

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If employees are in any doubt about the existence of such a requirement they should speak to their Manager.

Risk Management

It is a standard element of the role and responsibility of all staff that they fulfil a proactive role towards the management of risk in all their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Records Management

As an employee, the post holder is legally responsible for all records that they gather, create, or use as part of their work (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and the post holder has a legal duty of confidence to service users (even post-employment). The

post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

Health and Safety Requirements

All employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable SPCL to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to SPCL's risk management, health and safety and associated policies.

Confidentiality

The post holder must always be aware of the importance of maintaining confidentiality and security of information gained during their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information whether corporate, staff or patient information in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and organisational policy.

Promoting Diversity and Dignity at Work

SPCL is committed to promoting diversity in employment and dignity at work. It recognises that discrimination and harassment is unacceptable and that it is in the best interests of SPCL and the population it serves to utilise the skills of the total workforce. The post holder must comply with and adhere to the equal opportunities and dignity at work policies.

The post holder will be expected to act in accordance with the Code of Conduct and other terms of your Contract of Employment at all times. This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder.

Because of the nature of the work, this post is exempt from the provision (42) of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. The post holder will therefore be required to apply for a DBS check.

Person Specification

	Essential	Desirable	Method of Assessment
Qualifications	Higher level education in appropriate discipline, or equivalent.	Training or qualifications in management, HR, project management, contracting, bidding / tendering, administration, finance, IT or other related areas.	Application
Experience and knowledge	<p>Management and leadership experience with a proven track record of delivery in Primary Care.</p> <p>Experience managing multiple small and moderate-sized teams and projects simultaneously.</p> <p>Proven operational leadership experience.</p> <p>Understanding of business functions such as HR, Finance, Marketing.</p> <p>Experience of managing staff.</p>	<p>Experience of managing NHS or other contracts.</p> <p>Experience of analysing, interpreting and presenting highly complex data.</p> <p>Working knowledge of NHS IT / Business infrastructure.</p> <p>Understanding of CQC and other health and social care regulatory considerations.</p> <p>Knowledge of and expertise in organisational governance and compliance.</p>	Application & Interview
Skills	<p>Excellent planning and task management against challenging and sometime externally imposed deadlines.</p> <p>Ability to understand and interpret regulatory requirements and to produce appropriate actions to ensure compliance.</p> <p>Strong collaboration skills to recognise and realise opportunities for reuse of policies, procedures etc from other sources.</p> <p>Strong written and verbal communication skills with the ability</p>	<p>Strategic and business planning experience.</p> <p>Understanding of the requirements of health and safety law in an office environment, employment law and equality law.</p> <p>Strong presentation skills.</p>	Application & Interview

	Essential	Desirable	Method of Assessment
	<p>to operate at Senior Management level up to and including the Board of Directors.</p> <p>Ability to provide direction for, and co-ordination of, activities within business teams to deliver planned actions to achieve the required levels of compliance.</p> <p>Comfortable dealing with ambiguity.</p> <p>Comfortable handling risk and uncertainty.</p>		
Personal Attributes	<p>Excellent communicator, strong influencing skills, excellent negotiator, and ability to communicate a compelling and inspired vision.</p> <p>Sound political judgement and astuteness in understanding and working with complex policy, and diverse interest groups, and common sense in knowing when to brief upwards.</p> <p>Strong, sensitive team leadership skills.</p> <p>High level of work organisation, self-motivation, performance excellence and improvement, and flexibility in approach and attitude.</p> <p>Decision maker with demonstrable strategic vision.</p> <p>A commitment to improving patient services through an ability to sustain a clear performance focus on achieving demanding goals.</p> <p>Ability to work under extreme pressure to tight deadlines.</p> <p>Strong sense of commitment to openness, honesty, and integrity.</p>		Application & Interview
General	<p>A full, valid UK driving licence and access to a car on a daily basis.</p>		Application & Interview

Job Description Agreement

Primary Care Network Business Manager

I have read and understood this job description:

..... (Job holder) Date.....

..... (Line Manager) Date.....