

TRENT CARE NETWORK PCN

Job Description

JOB DETAILS	
Job Title:	PCN Business Manager
Pay Band:	£ 46,889
Hours of Work:	37.5
Accountable to:	PCN Clinical Director
Base Point:	Agile working across the PCN geographical area
JOB PURPOSE	
<p>Trent Care Network is a 5 GP practices. We have a fantastic opportunity for a Business Manager to join the PCN to support the Clinical Director in delivery of the GP contract DES, helping to shape and inform innovative and exciting new services into the area. You will have the opportunity to bring your ideas to continually develop and improve the delivery of care in collaboration with partner providers to meet the local population health needs.</p> <p>The post holder will work closely with the Clinical Director and be expected to manage all aspects of the day to day running of the PCN alongside supporting primary care development and transformation. You will be required to interface and liaise with a range of organisations including for example, Network Practices, Lincolnshire ICB, NHS England, and the local Neighbourhood teams.</p> <p>Applicants should have:</p> <ul style="list-style-type: none">• A full UK driving License and suitable access to transport to be able to travel to sites within the PCN area• An ability to work from home• DBS check conducted by The Glebe Practice upon job offer	
JOB RESPONSIBILITIES	
<p>Main Duties</p> <ul style="list-style-type: none">• The Business Manager jointly leads and oversees the work programme for Trent Care Network, co-ordinating the resource capacity required to deliver a range of strategic requirements, business developments, and redesign projects.• The post holder will work autonomously without daily supervision and independently resolve issues as necessary.• Work with staff and stakeholders in support of project planning and providing facilitation advice and support for delivery and quality assurance of individual projects providing strong analytical and reporting skills in order when implementation plans.• Establish key strategic relationships to ensure integration with other providers.• Explore and implement new and innovative ways to improve quality of general practice and other primary care and community services.• Develop and lead implementation of a Communications and Stakeholder Engagement Strategy. <p>Service Leadership and Development</p> <ul style="list-style-type: none">• To continue to develop operational plans for the local service implementation; delivering the requirements of the associated national and local service specifications	

- To lead the human resource requirements of the service that include workforce planning, recruitment and training and development planning and in conjunction with the PCN Team.
- To provide effective leadership for the service to drive the transformational change required to deliver the seamless integration for the multi-skilled and multi-agency teams.
- Establish effective quality improvement and clinical governance systems and processes, to ensure that the service is delivered in accordance with associated clinical standards, evidenced based standards and recognised good practice e.g. NICE guidelines.
- Implement recommendations from local clinical audits with support from the Clinical and Professional Leads.
- Ensure that national target and key local performance indicators are met in accordance with the service specification, taking appropriate action where indicators are not being met
- Analyse data and information relating to performance to inform future priorities across the portfolio
- Ensure active service user involvement in the co-design, development and delivery of services. To implement robust processes to measures the impact service user feedback has on service improvement.
- Ensure effective planning, adjusting plans in response to internal and external influences and priorities

Quality and Governance:

- Ensure the PCNs compliance with relevant legislation and professional information management standards such as GMC/BMA and LMC guidance.
- To be responsible for the production of performance and quality reports within the Network.
- Ensure that the PCN and Clinical Director adhere to the governance structure as set out in the Network Agreement.
- Alert PCN members to issues of quality and risk.
- To oversee the organisation of PCN Board Meetings and any other PCN stakeholder meetings as required.

Financial Duties

- To be responsible for the oversight of the Network's financial systems and payments for the Network.
- To monitor and check the accuracy of the any submissions for Enhanced Services, Contractual requirements on behalf of the Network and ensure that all claims are submitted on a monthly and quarterly basis.
- Manage contractual requirements on behalf of the Network.
- Ensure that the PCNs physical and financial resources are managed and maintained for maximum effectiveness through:
 - Ensuring financial risks are recognised and appropriate action taken.
 - Monitoring expenditure and identifying significant deviations from plan.
 - Planning and monitoring income and cash flow to ensure that income is maximised and that funds are available as required.
 - Ensuring all claims are submitted in good time and payment made and received.
 - Ensuring the allocation of PCN resources if fair and equitable.
 - Present financial plans, monitoring information and reports to the PCN as required.

Duties will vary from time to time under the direction of the Clinical Director dependent on current and evolving PCN workload and staffing levels.

KEY WORKING RELATIONSHIPS

Key relationships will be with:

PCN Clinical Director
Network Practice staff
Integrated Care Board
Other PCN Managers
Neighbourhood Team
System stakeholders

EQUALITY AND DIVERSITY

All staff through their behaviours and actions will ensure that our services and employment practices are respectful of individual needs and differences including those characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation).

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with PCN and practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues and acting in a kind and considerate manner.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The post-holder will participate in any training programme implemented by the PCN as part of this employment, with such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

QUALITY

The post-holder will strive to maintain quality within the PCN, and will:

- Maintain a Risk Register
- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Person Specification

Criteria	Essential	Desirable
Extensive experience of working as a senior manager / influencer in a large organisation and have excellent business management skills.	✓	
Knowledge of primary care with strong experience in finance and strategic planning for PCN development.		✓
Experience of service implementation.	✓	
Leading and implementing change / innovation across complex organisational structures.	✓	
Able to work effectively and flexibly across organisational boundaries whilst maintaining operational effectiveness.	✓	
Experience in analysing, interpreting and presenting data.	✓	
Use of IT systems and management information at a complex level.	✓	
Successful project management and project delivery.	✓	
Experience of financial and budgetary management including understanding of detailed financial information, income and expenditure.	✓	
Experience of use of IT and management information systems and processes across different organisations and in a complex organisation structure.	✓	
Experience of involving communities in the development of projects.	✓	
Clean driving licence and access to own transport	✓	
Extensive experience of working as a senior manager / influencer in a large organisation and have excellent business management skills.	✓	
Knowledge of primary care with strong experience in finance and strategic planning for PCN development.		✓
Experience of implementing strategy.	✓	
Leading and implementing change / innovation across complex organisational structures.	✓	
Experience of working in primary care		✓
Knowledge of quality improvement and service redesign tools/techniques and evidence of ability to apply in practice		✓
NHS financial and accounting systems and processes	✓	
Experience and working knowledge of all relevant and legislative responsibilities relating to GDPR, Health & Safety, Human Resources and CQC.		✓
Knowledge and understanding of SystmOne, EMIS and other commonly used general practice software.		✓
Knowledge of quality improvement and service redesign tools/techniques and evidence of ability to apply in practice		✓