



POST TITLE:	Deputy Network Manager
LOCATION:	Andover PCN
RESPONSIBLE TO:	Senior Network Manager
HOURS PER WEEK:	Full Time
Salary:	£35,000 FTE + NHS Pension

We are looking for a highly diligent and competent Deputy Network Manager to join our established Primary Care Network. As supportive member to the Leadership team you will be working with the Senior Network Manager, PCN Clinical Directors and Core Network Practice Managers to ensure the delivery of outstanding health care to our patients.

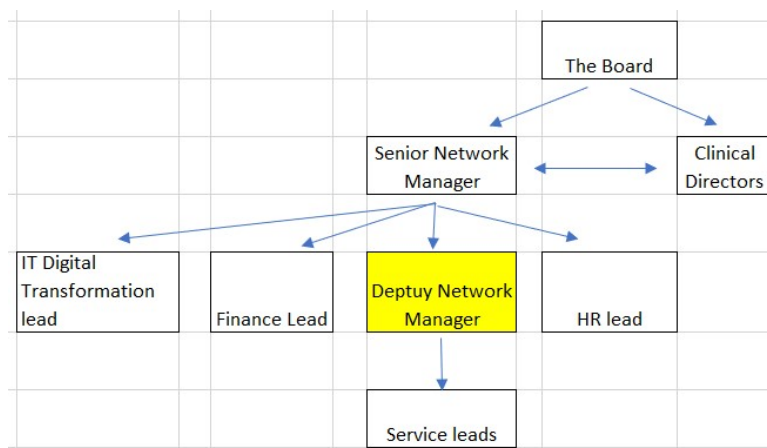
Andover Primary Care Network (PCN) is an established and forward thinking PCN, comprising 5 practices with a patient population of 65,000. We have a multidisciplinary team of ANPs, Physician Associate, OTs, Social Prescribers, Health and Wellbeing Practitioners, Care Coordinators, General Practice Assistants, Physios, Clinical Pharmacists, and Pharmacy Technicians.

The Deputy Network Manager would be based in the PCN offices in the Chantry Centre, Andover.

You will work closely with the Senior Network Manager and Core Network Practice Managers to maintain a strong collaborative relationship with the practices and ensure smooth and effective operational running of the PCN team. Providing cross cover for the Leadership Team in times of absence.

JOB SUMMARY:

- Implementation of new services until business-as-usual handover
- Create, review and maintain service policies/ procedures.
- Review and maintain the PCN organisational action tracker and risk registers
- Admin support to senior level meetings
- Operational collaboration with external stakeholders such as service level agreements
- Significant events/ complaints coordination
- Operational support and guidance to service leads





PRIMARY DUTIES AND AREAS OF RESPONSIBILITIES

Implementation of new services until business-as-usual handover

- Meet with commissioners to understand the contract requirements
- Production of Gantt chart to communicate key dates/ actions required
- Support with the recruitment process of new staff
- Support with the IM&T requirements/ implementation
- Seek best practice ideas from providers running similar services
- Effectively hand over to a service lead once fully operational

Create, review and maintain service policies/ procedures

- Ensure the organisation is compliant with Care Quality Commission (CQC) standards,
- Ensure robust policies and procedures are in place, regular review and version control
- Production of clear process guides to reduce staff dependency on leads

Review and maintain the PCN organisational action tracker and risk registers

- Record and maintain all senior level actions trackers
- To highlight possible risks, their likelihood, severity and mitigating actions

Lead Operational PCN Meetings and Admin support to senior level meetings

- Co-ordinate and Lead weekly Operational Meetings
- Board meetings, Practice Manager meetings
- Monthly complaints and significant event meetings

Operational collaboration with external stakeholders

- Premises lease administration and room hire rotas/ service level agreements
- Maintain the Health Hub room rota and maximise usage in line with network Strategy
- Produce and monitor room hire service level agreements for all room hirers
- Liaise with the landlord of the Health Hub if situations occur
- Ensuring PCN premises are compliant with Health & Safety regulations

Significant events/ complaints coordination

- Complete management of all formal complaints received
- Engage with staff members on formal complaint feedback
- Review Datix for reported significant events
- Chair the monthly complaints and significant events meetings
- Communicate learning from complaints and significant events

Operational support and guidance to service leads

The remit of this role is broad and evolving and will require attention to detail in the delivery of high-quality day to day operations.

- To line manage service leads (COVID vaccination service, Pharmacy, Mental Health services, Social Prescribing, MSK physio, Occupational therapy)
- Offer mentor support, advice and guidance for above staff
- Carrying out annual appraisals and regular 1-2-1s for above staff
- Absence monitoring and covering where required for above staff



- Effective conflict management as and when required

EXPERIENCE

Essential

- Minimum of 12 months experience of working within Primary Care or healthcare setting
- Experience of Project Management
- Experience of developing and methodology implementing common systems and processes across teams and across service boundaries
- Experience of facilitating or managing change
- Experience in managing or leading staff
- Conflict resolution experience

SKILLS

Essential

- Demonstrate a wide range of leadership qualities, skills and management systems behaviours
- Ability to plan, organise and co-ordinate work effectively under their own initiative.
- A high level of communication skills will be required to engage with staff, senior managers, clinicians and patients/carers.
- Proven team worker with the ability to motivate others.
- Ability to plan and manage multiple workload priorities and meet deadlines.
- Effective time management and skills in prioritisation
- Ability to build relationships with others to enable and support collaborative working.
- Ability to line manager staff from multiple healthcare disciplines
- Able to use Microsoft packages

BEHAVIOURAL

Essential

- Confident
- Self-aware and reflective
- Resilient
- Reliable
- Able to cope with stressful situations.
- Professional and leads by example
- Team focused