

JOB DESCRIPTION

PCN Strategic Business Manager

Title:	PCN Strategic Business Manager
Responsible to:	PCN Clinical Director
Base:	Christchurch Dorset
Salary:	Depending on experience
Hours per week:	30
To liaise with:	Accountable Clinical Director PCN Board Members PCN Workstream Leads Practice Managers within Network GPs within Network Provider organisations Voluntary sector Commissioners Other PCNs ICB

Role Summary

The PCN Strategic Business Manager will join our developing multidisciplinary teams within Christchurch Primary Care Network.

Covering the following practices: Highcliffe Medical Practice, Christchurch Medical Practice, Stour Surgery and The Farmhouse Surgery.

Job Summary:

- Provide comprehensive, innovative and professional management support to the PCN Clinical Director and Board to ensure that the PCN operates effectively as a business and develops strategically to meet the long-term objectives of primary care networks.
- Understand the PCN Network DES and develop/implement services to meet its requirements
- Develop and maintain a business plan for the PCN
- Manage any existing contracts and services
- Ensure the network manages within the agreed budget
- Ensure delivery of cost-effective services within agreed budgets.
- Ensure fair distribution of resources across the PCN practices

- Ensure best practice is followed in maintaining both professional and clinical standards.
- Work in close partnership with clinical leaders to deliver quality service, performance targets and KPIs
- Ensure effective governance in place to ensure quality, safety and manage risk

Key Responsibilities and Duties:

Areas of responsibility include:

- Responsible for developing, along with the Clinical Director, the business plan for the PCN to achieve shared vision and agreed outcomes
- Network and benchmark with other PCNs to share and implement best practice
- Responsible for developing the organisational structure for the PCN; this includes workforce planning and agreeing this with the commissioners
- Responsible for the recruitment, induction, training and management of all Network staff.
- Responsible for developing and implementing effective and efficient services to meet the DES requirements. Ensuring project plans are in place and monitored to ensure key milestones are met
- Responsible for developing business cases for potential new services to be delivered by the Network
- First point of contact for Practice Managers and GPs with regard to delivery of local projects and services
- Manage contractual requirements, legal and financial requirements of the organisation.
- Co-ordinate the delivery of all Network services and their reporting submissions
- Set up data collection, analyse data and collate feedback for reporting requirements both within the PCN and externally, where required. This should demonstrate contractually compliance and performance improvement.
- Key member of project planning and implementation of all new models of service delivery
- Organise PCN board meetings, ensuring wide-ranging membership.
- Plan agendas, speakers, ensure all actions are followed up and completed in a timely manner.
- Responsible for communication across the PCN practices and liaison with patient representative

Finance:

- Managing and co-ordinating all resources within agreed financial budgets
- Responsible for regular financial reporting and forecasting to the Board to ensure the PCN manages within the agreed budget
- Responsible for accurate submissions, claims and contractual requirements.
- Responsible for financial flows to practices.

Organisational:

- Work with the Board Members on strategic and operational planning processes to support objectives.
- Attend and contribute to all relevant meetings both internally and externally
- Manage the agenda, ensuring all minutes and actions are followed up accordingly for all Network meetings
- Organise PCN events e.g. PLT/Educational Events.
- Ensure all information is uploaded onto shared network

Risk Management:

- Effectively and appropriately plan for, monitor and manage all potential risks, escalating risks and concerns promptly.
- Develop effective complaints and significant events processes across the PCN and ensure they are used appropriately if required.
- Ensure activities and services comply with organisational requirements for safety, quality management, confidentiality and data protection, safeguarding, duty of candor, general duty of care, regulatory requirements and other legal stipulations.

IM&T:

- Ensure compliance with the GDPR and FOI along with other relevant legislation and professional information management standards such as GMC/BMA and LMC guidance

Working Relationships:

- Work as a flexible member of the PCN, providing support to other team members when necessary.
- Take an active role in the development and embedding of culture, values and reputation as providers of high-quality services.
- Encourage and support staff to collaborate through sharing information and intelligence across different activities.

Equality and Diversity:

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 Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feeling priorities and rights.

Personal/Professional Development:

Participate in any training and development programme required as part of this employment, 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 skill and activities to others who are undertaking similar work
- Training may need to be undertaken outside of normal practice hours, and off site.

Quality:

Strive to maintain quality and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Work effectively with individuals in other agencies.
- Effectively manage own time, workload and resources.

Communication:

Ensure effective communications are maintained within the PCN and across all stakeholder organisations. Work across all practices to ensure effective PCN communications to all patients and staff.

Represent the PCN effectively and professionally to a wide range of patients, stakeholders, members and partners.

Person Specification

Post:	PCN Strategic Business Manager
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Attribute	Essential	Desirable
Knowledge, training, skills and experience	- At least 3 years' experience at management level - Experience within a health sector at a management level - Experience of working within a senior leadership team, developing and implementing strategies aligned to organisational vision and values. - Strong knowledge of financial management – budget planning and monitoring (forecasting) - Strong knowledge of project/service implementation - Strong experience of business planning - Experience of networking and benchmarking to implement best practice - Track record of leading change, challenging and influencing others to work differently with positive business benefits. - Experience of managing people. Strong track record of supporting and developing people - Excellent project management skills; can multi-task, work calmly under pressure and deliver projects from inception to evaluation within tight deadlines	- A recognised management qualification to degree level, or equivalent. - Strong record of change management - Understanding of the NHS, specifically knowledge of national direction of travel/five year forward view - Knowledge of primary care contacts GMS/DES/LIS/QoF - Experience of managing both clinical and admin staff - Experience of partnership working and delivering projects across different organisations
Communication skills	Excellent verbal and written communication skills	Excellent presentation skills

Attribute	248 LYMIN G	Essential	Desirable
		• Networking and relationship support skills • Ability to foster constructive working relationships at all levels • A high degree of emotional intelligence, displaying self-awareness, empathy and listening skills. • Ability to set and deliver clear priorities whilst meeting multiple stakeholder expectations • Excellent customer service skills • Significant negotiating skills • A strategic thinker, able to create and deliver engaging strategies that contribute to wider strategic planning and the development of the organisation. • An astute decision maker; can consider options and prioritise effectively, providing clear, informed and knowledgeable advice which has a significant organisational impact.	
Analytical and IT skills		• Able to work with complex information and translate it into action • Ability to establish data collection and analysis systems • Proficient in the use of Microsoft Office and • advanced excel skills for analysis and costing • Computer literate and able to manage own IT needs	
Personal Attributes		• Confident – able to deal with challenging practice feedback • Take responsibility and ownership for delivery • Proactive and a self-starter	

Attribute	248 LYMINGTON ROAD, HIGHCLIFFE, CHRISTCHURCH 8142	Desirable
	Essential • Flexible, self-motivated, innovative team player • Self-aware and reflective • Develop a supportive, positive working culture • Balance perfection with the need to get things done • Able to work with uncertainty and still deliver • Excellent inter-personal skills and the ability to build relationships • Demonstrates persuasive leadership by effectively influencing others	

Although the post indicates a number of years' experience, this is to give candidates an idea of the level of skill and experience necessary for the post. Candidates who do not have the indicated number of years' experience will also be considered, provided they can demonstrate they have the relevant competencies and skills for the role.