



JOB DESCRIPTION

1. **JOB TITLE** Primary Care Network Business Manager
2. **LOCATION** Nominal base-Queens Park Team Valley Gateshead
3. **BAND/SALARY** Band 7 or equivalent
4. **CONTRACT** 37.5 hours per week fixed term 23 months
5. **JOB PURPOSE/SUMMARY**

The postholder will be employed by CBC within the Gateshead primary care collaboration team with the prime purpose of the role to provide support to Gateshead Central South Primary Care Network (PCN). The postholder will work with the PCN Management Team and the Practices within the Central South PCN to develop and implement local and regional strategy and delivery of the contractual requirements of PCNs.

The role will involve

- Providing senior management support to the PCN to which the role is linked, working across a varied portfolio as a member of the PCNs Management Team.
- Support the smooth running of the PCN, and provision of support to the PCN Clinical Directors
- Develop and implement governance structures and support mechanisms within the PCN Board Meetings and Clinical Director meetings, ensuring supporting documentation is in place. This will include the need to ensure accurate and timely record keeping is maintained.
- Work with the PCN on establishing priorities and developing and implementing workplans to achieve these in partnership with all the member practices.
- Work with the PCN in implementing all the contractual requirements of the PCN DES.
- Manage financial planning and reporting on behalf of the PCN to an accurate and high standard
- Support the PCN Clinical Directors to engage with Practices within the PCN to ensure inclusivity and collaborative working is embedded to meet required outcomes
- Develop relationships and collaborate with external organisations on behalf of the PCN. This will include CBC, CCGs/ICS, local Acute and Mental Health Trusts, Community Services, patient groups, voluntary and third sector organisations.
- Support the recruitment and employment of an appropriately trained workforce to deliver the PCN priorities, as needed, and in conjunction with the primary care collaboration team, as well as supporting delivery of the PCN workforce plan
- Manage an identified group of staff delivering “at scale” services as part of the Gateshead system working.
- As a member of the primary care collaboration team, leading work/projects on a Gateshead wide footprint across PCNs, and collaborate with Practices and PCNs but assist in the delivery of contracts and identified outcomes

6. KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

- A minimum of 5 GCSE's grade C/4 or above including maths and English language
- Post graduate diploma in appropriate subject or demonstratable equivalent
- Degree in relevant subject or working towards
- Current management experience in the NHS and/or primary care
- Extensive knowledge and understanding of NHS and primary care/PCN agenda
- Experience and success of communicating with wide group of stakeholders
- Experience of managing a team and people from across a range of disciplines
- Budget management experience including confident use of Excel
- Project management experience, including planning, implementing, and evaluating projects
- Experience of managing your own workload with minimal/no direct supervision
- Evidence and experience of working successfully across organisational boundaries effectively
- Experience of working with Newcastle Gateshead systems
- Experience in General Practice management
- Knowledge of finances in GP context and PCN finances
- Experience working with third party contracts
- Service development/change management experience
- Must be a clear and confident communicator
- Must be capable of high volumes of work in a changing environment with competing priorities
- Must be skilled in the preparation and delivery of complex and sometimes contentious information

7. MAIN DUTIES AND RESPONSIBILITIES

- To work with the PCN in establishing priorities and workplans to achieve priorities, including potential service redesign
- To support the Clinical Directors and Practices to develop a shared vision, aims and values for the PCN, and to help make these real for those working in and with the PCN
- To lead implementation of projects, new models of working, service redesign and other workstreams
- To oversee the contractual arrangements the PCN enters, working with professional advisors where necessary
- To work with multi-professional and cross organisational teams on projects, and innovations
- To work with the PCN on financial modelling and planning, and to develop financial reporting model/s
- To condense and present, in bitesize form, published guidance and updates.
- To support the PCN in general and strategic management issues e.g. writing bids, compliance documents, one off financial reports/costings)
- To work with the Clinical Directors and in conjunction with the PCN workforce lead on workforce planning, and in planning for new/additional roles across professional groups, including supporting Practices to implement these in developing and embedding these new teams
- To lead large groups and facilitate discussions/meetings and events, including engagement events for the PCN
- To liaise extensively across constituent Practices in the PCN and all the PCN's in Gateshead
- To support the implementation of digital solutions for the PCN
- To represent the PCN in meetings with partner organisations

- To design project plans, budgets, and governance models to support PCN, and/or primary care collaboration team wide projects
- To develop and maintain excellent communications and engagement within the PCN, and with key partners
- To support working collaboratively across PCNs, CBC and with partners and stakeholders

8. CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients, their carers', practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.
- All such information from any source is to be regarded as strictly confidential. Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practices/PCN/CBC may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

- Excellent communication skills with all staff including:
 - Clinical Directors of PCNs
 - PCN Business Manager
 - PCN Board Members and constituent practices
 - CBC Director, CEO and staff
 - PCN Staff
 - NGCCG
 - CCG Facilitator
 - GHNFT
 - LA colleagues
 - Internal and external stakeholders
 - Confident communicator internal and external to the organisation, ability to deal with difficult situations professionally
 - Ability to remain calm under pressure
 - Ability to communicate complex information to the designated audience appropriately and professionally

10. PERSONAL AND PEOPLE DEVELOPMENT

The post-holder will participate in any training implemented by CBC Health as part of their employment relevant to the needs of this post, and in line with the companies policies and procedures

11. WORKING CONDITIONS:

- Frequent use of VDU
- Occasionally exposed to verbal/violence and aggression
- Working autonomously

- Working as part of a team
- Regular Interruptions when concentrating
- Time constraints
- Working in confined spaces at times
- Must be able to travel independently across Gateshead to support the needs of this role, in unpredictable weather conditions

12. HEALTH AND SAFETY RESPONSIBILITY

It is the responsibility of the individual to work in compliance with all current health and safety legislation and the company's Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the company's legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.

13. INFECTION CONTROL

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the company's responsibility to comply with Government Directives, including COVID-19 regulations.

14. PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

CBC Health is committed to ensuring that all current and potential staff, patients, and visitors are treated with dignity, fairness, and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behaviour.

15. PROFESSIONAL CODE OF CONDUCT

To abide by the Code of Practice of Professional body as published by the relevant regulatory body.

16. PARTNERSHIP WORKING

CBC Health delivers services with Partner organisations as part of Gateshead Care Partnership. The other Partner organisations are made up of, QE Trust, Gateshead Local Authority, CNTW (Mental Health Trust) and Newcastle Hospital Trust.

Collaboration, mutual respect, and trust are fundamental to successful partnership working.

All staff employed into the company will frequently be working across organisational boundaries to ensure patient safety is paramount, and pathways of care are seamless and inclusive. All staff are expected to work professionally, respectfully and in collaboration with the partners and with frequent contact with voluntary and third sector organisations.

17. GENERAL

This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the PCNs and the company.

PERSON SPECIFICATION
Primary Care Network Project Manager

Criteria	Description	Essential	Desirable	Method of Assessment
Academic/ Vocational Qualifications	5 GCSE's or equivalent of grade C/4 or above including maths and English	✓		<i>A/C</i>
	Post graduate Diploma in appropriate subject or relevant equivalent	✓		<i>A/C</i>
	Degree in relevant subject or working towards	✓		<i>A/C</i>
	Evidence of a commitment to continuing professional development	✓		<i>A/C</i>
	Relevant management, HR or finance qualification		✓	<i>A/C</i>
Skills knowledge and experience	Current management experience in the NHS and/or primary care	✓		<i>A/I</i>
	Experience and success of communicating with wide group of stakeholders	✓		<i>A/I</i>
	Budget management experience including confident use of Excel	✓		<i>A/I</i>
	Project management experience, including planning, implementing and evaluating projects	✓		<i>A/I</i>
	Experience of managing your own workload with minimal/no direct supervision	✓		<i>A/I</i>
	Evidence and experience of working successfully across organisational boundaries effectively	✓		<i>A/I</i>
	Must be capable of high volumes of work in a changing environment with competing priorities	✓		<i>A/I</i>

	Must be skilled in the preparation and delivery of complex and sometimes contentious information	✓		<i>A/I</i>
	Enthusiasm, with energy and drive	✓		<i>A/I</i>
	Proactive strategic thinking with a clear vision	✓		<i>A/I</i>
	Extensive knowledge and understanding of NHS and primary care/PCN context		✓	<i>A/I</i>
	Experience of managing a team and people from across a range of disciplines		✓	<i>A/I</i>
	Experience of working with Newcastle Gateshead systems		✓	<i>A/I</i>
	Experience in General Practice management		✓	<i>A/I</i>
	Willing to work flexible hours as necessary		✓	<i>A/I</i>
	Facilitating large events		✓	<i>A/I</i>
Other	The ability and willingness to travel to meetings and course		✓	<i>A/I</i>
Assessment will take place with reference to the following information				
A = Application form I = Interview P = Presentation T = Test C = Certificate				