

Programme Manager

Post information	
Role title	<p>Programme Manager (workstream – GPCB Urgent Care)</p> <p>NB: Workstream may change in future dependant on general practice priorities.</p>
Location(s)	<p>The post holder will have an office based at Osprey Court in South Bristol but will be required to work across the Bristol, North Somerset and South Gloucestershire (BNSSG) area.</p> <p>We have a hybrid working policy which requires staff to work a minimum of 2 days in the office or within general practice.</p>
Contract	<p>22.5 hours</p> <p>Flexible working options considered</p> <p>Permanent</p>
Background	<p>In September 2020, One Care established a GP Collaborative Board (GPCB) to accelerate and amplify the representation of general practice in the wider health and social care system. The GP Collaborative Board enables general practice to engage effectively with the developing Integrated Care System and to support development of strong place-based Integrated Care Partnerships. The GPCB brings together all general practice leaders so we can function as an equal beside other providers and the commissioner. The GPCB has GPCB Programme Managers which strategically operationalise GPCB priorities.</p>
Job profile	<p>To understand the Urgent Care landscape and to align General Practice priorities and those of the system, through the implementation of transformational projects which improve and develop Urgent Care pathways for patients.</p> <ul style="list-style-type: none"> • Enable general practice to feed into the design, development, and mobilisation stages of a model of care that delivers the outcomes of the Urgent Care workstream objectives, reduces inequalities across the system and responds to local needs • Lead the Urgent Care GPCB Committee who will feed into the work and have oversight of general practice processes – made up of representatives across the six GP localities and those with specialist interest in this workstream

	<ul style="list-style-type: none"> • Develop a GP programme plan of general practice Urgent Care priorities which will support the programme objectives implementation plan • Support GPCB to ensure sufficient resource available to general practice to deliver the programme plan • Provide single contact point for other BNSSG providers, the system workstream programme team and general practice
<p>Key Responsibilities</p>	<ul style="list-style-type: none"> • Responsibilities of Urgent Care Programme Manager to include: <ul style="list-style-type: none"> - Develop and maintain relationships with key stakeholders both internally and externally. - Share information with general practice, secondary care and ensure engagement. - Work with workstream management team (ICB, Trusts) to develop shared objectives. - Scope and define projects and initiatives in support of the workstream plan, including providing information, analytical advice and expertise as needed. - Contribute to business plans, dashboards, risk logs and other programme documentation to support the achievement of identified workstream outcomes. - Recruit and provide line management to Project Managers to deliver agreed workstream projects - Contribute to the strategic planning of the workstream board, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary. • Contribute to development of policies and procedures for general practice to support the work of the workstream board. <p><u>Qualities and behaviours:</u></p> <p>Communication and relationships</p> <ul style="list-style-type: none"> • Consider the communications required to inform and engage stakeholders for relevant programmes • Attend and lead regular programme meetings and contribute to proposed initiatives and improvements to service delivery.

	<ul style="list-style-type: none"> • Develop consensus where there are strongly held differing views providing judgement where advice expert opinion differs. • Develop and monitor a programme communications and engagement framework and take an active part in the communicating with all appropriate stakeholders. • Build and maintain good working relationships with a broad range of internal and external stakeholders (clinicians, managers, providers etc.) on a range of operationally sensitive issues. • Encourage and enthuse others to look beyond organisational objectives and identify opportunities to improve population health across the whole system. • Present highly complex, sensitive and contentious information about projects and dependencies to a variety of audiences. • Achieve appropriate buy in, support and understanding from all teams to conform to Equality & Diversity requirements. • Enable general practice engagement across BNSSG in terms of aligning expectations on programme resources and deliverables. • Develop and foster relationships with key contacts and proactively manage these relationships such that colleagues can count on reliable and knowledgeable support and information about projects within the programme and other managed activities • Work with colleagues to identify and pursue opportunities to improve processes across primary and secondary care. • Ensure communication is clear and concise using relevant language. • Produce reports, requiring the collection, analysis and interpretation of a wide range of data including differing expert opinion/recommendations. <p>Managing Financial Resources:</p> <ul style="list-style-type: none"> • Participate in financial scoping of projects • Ensure engagement activities are delivered within the budget provided
Line management responsibility	Project managers as/when required
Responsible to	Executive Director – Transformation and Strategy
Key working relationships	<ul style="list-style-type: none"> • Partner agencies – including ICB, Acute Trusts, SWP, Sirona, ALMC • One Care departments including; communications, digital, General Practice Support
Salary	Pay Band E £41,455 - £54,411

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE		
Criteria	Requirement	Measurement/Testing Method
Qualification in Management, or Project Management related subject or demonstrable equivalent professional development	Essential	Application and Interview
Evidence of continuing professional development	Essential	Application and Interview
SKILLS AND ATTRIBUTES		
Ability to articulate and advocate the value of collaborative working to benefit patient need	Essential	Interview
Strong Microsoft Office skills including Excel, Word and Power-point	Essential	Interview
Capable of working autonomously with minimal supervision	Essential	Interview
Outgoing and customer oriented with an ability to network within a large and dispersed customer base	Essential	Interview
Ability to present concise and considered information	Essential	Interview
Ability to quickly form new and productive professional relationships and to engage teams in a common goal	Essential	Interview
Ability to understand complex primary care agendas and relationships	Essential	Interview
Ability to reach pragmatic solutions to different types of challenge	Essential	Interview
Ability to spot opportunities when others see only problems	Essential	Interview
Ability to coach and challenge others in a supportive and constructive way	Essential	Interview
Ability to navigate the landscape of stakeholder relationships, especially in contentious situations	Essential	Interview
Ability to coach on behaviours at all levels in the organisation	Desirable	Interview

Ability to facilitate meetings and take a lead where necessary	Desirable	Interview
Able to accurately record staff engagement activity and use the data to improve services	Essential	Interview
Line management experience	Essential	Application and Interview
Experience of using recognised project/programme management methodologies	Essential	Application and Interview