



## **AFFINITY PCN MANAGER**

Affinity PCN member Practices include Falldon Way Medical Centre, Westbury on Trym Primary Care Centre, Greenway Community Practice and Sea Mills Surgery. We are committed to providing high quality care within available resources, be good employers, be efficient and innovative with contracts and opportunities, and work collaboratively with others for the benefit of our patients and Practices. The PCN Executive Board includes a GP Partner and Practice Manager from each member practice.

The PCN formed in 2019 following the launch of the national Primary Care Network DES and has signed up to the DES 2022/23. In addition to the DES, BNSSG CCG is contracting some services and funding through the PCN which also places a responsibility for all Practices to collectively optimise service delivery and targets. Good financial control is needed to maximise efficiencies and opportunities. The PCN believe whilst this is the direction of travel it is important to allow practices to maintain their own unique identities and be respected in their decision making and communication.

Since forming Affinity PCN we have seen great benefits in achieving projects, recruiting, sharing staff and more recently in supporting each other during the coronavirus outbreak.

The PCN is now looking for an efficient and effective Manager to work closely with the Executive board and Steering Committees to meet the requirements of the Network DES, maximise service delivery and financial efficiencies, recruit shared team members, share best practice within the PCN, maintain good communication and provide good financial reporting.

As a hands-on manager, the post holder will have operational responsibility for various functions of the primary care network including the management of ARRS roles, the oversight and management of the finances for the PCN, resourcing and regulatory compliance and the delivery and monitoring of projects and services committed or commissioned by the PCN. Understanding of the NHS, network policy is essential as well as financial acumen and experience of managing procedures including budget and cash flow forecasting.

As a member of the management within the network, the PCN Manager will support colleagues in the network's practices of Westbury on Trym Primary Care Centre, Greenway Community practice, Falldon Way Medical Centre, Sea Mills Surgery. The successful candidate will have excellent organisational, communication and influencing skills. They will be confident in the collection, analysis, presentation, and use of data and will be confident in business and contractual administration.

If you are an experienced Manager in primary care looking for a new and exciting change in career, then we would love to hear from you. Formal applications should be via CV and covering letter to [Jenny.saxon-ornellas@nhs.net](mailto:Jenny.saxon-ornellas@nhs.net)

## AFFINITY PCN MANAGER JOB DESCRIPTION

**JOB TITLE:** Primary Care Network Manager  
**SARALRY:** £40,000 - £46,000 fte  
**LOCATION:** Base practice to be confirmed. Required to work at all practices.  
**HOURS:** 25 - 37.5 (working pattern to be flexible to meet the needs of the PCN).  
**ACCOUNTABLE TO:** Affinity PCN Executive Team  
**REPORTS TO:** Clinical Director & Nominated PCN Practice Manager

### JOB PURPOSE:

To work closely with the PCN executive board to provide operational support and guidance to enable the Network to meet its agreed aims and objectives. Support the implementation of strategic goals and be innovative and able to use own initiative. Ensure that the requirements of PCN are being met, maximise opportunities, ensure contracts and financial management are well managed and transparent. Ensure that good communication is maintained, good relationships are fostered and the requirements of the PCN Agreement are adhered to.

### KEY RELATIONSHIPS:

**Internal:** Clinical Director, Executive GP partners, Practice Managers, other Steering committees within the PCN and PCN/Practice staff.  
**External:** Other PCN managers, One Care GP federation, CCG, NHSE, Public Health, other health and social care providers, the voluntary/independent sector, patients and patient representatives and others as appropriate to meeting the aims of the PCN.

<b>MAIN DUTIES AND RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Support the implementation of strategies to move the PCN along the Maturity Matrix over the coming years.</li> <li>• Support the promotion of a culture which encourages teamwork, sharing of best practice/education and continuous improvement. Foster good communications and relationships with and between member Practices, as well as other colleagues.</li> <li>• Assist and advise on the management and delivery of the PCN DES, CCG contracts and any other contracts or requirements. Report and advise on achieving objectives and targets.</li> <li>• Maintain good financial control and report accordingly to the Clinical Director and Board on finances and cash flow.</li> <li>• Ensure that payments to Practices are made in a timely manner.</li> <li>• Ensure that the PCN gets best value and maximises efficiencies with regard to its finances and commitments.</li> <li>• Coordinate the recruitment of new ARRS funded roles and the appropriate deployment of the roles within the PCN.</li> <li>• Coordinate and oversee the HR management of ARRS roles applying HR policies as appropriate.</li> <li>• Work with other health and social care colleagues, as well as the voluntary sector, in order to provide the best possible patient care within an integrated care system.</li> <li>• Coordinate the Development of PCN management tools, including GP team net, HR policies, eLearning etc.</li> <li>• Co-ordinate and service PCN meetings and events, including setting dates, preparing agendas, taking minutes, maintaining an action plan, and communicating decisions to the wider PCN.</li> <li>• Keep abreast of national and local information to inform and advise members of the Network.</li> <li>• Represent the PCN in a professional and informed manner when required.</li> <li>• Coordinate and implement the legal and compliance requirements of member Practices to meet the requirements of the CQC.</li> </ul>
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## Key Duties:

FINANCE	<ul style="list-style-type: none"><li>• Maintain good financial systems and reporting to both the Board and the Accountant.</li><li>• Monitor and check the accuracy of submissions to ensure that financial claims are maximised.</li><li>• Prepare the PCN budget/forecast and share a quarterly financial update to keep members informed. Ensure year end accruals are communicated to members.</li><li>• Administer and monitor payroll and reimbursement for all ARRS staff.</li><li>• Ensure that the PCNs resources are managed and maintained for maximum effectiveness through:<ul style="list-style-type: none"><li>- Ensuring financial risks are recognised and appropriate action taken.</li><li>- Monitoring income and expenditure and identifying significant deviations from plan.</li><li>- Planning cash flow to ensure that funds are available as required.</li><li>- Ensuring all claims are submitted in good time and payment made and received.</li><li>- Ensuring the allocation of resources is fair and equitable.</li></ul></li></ul>
HUMAN RESOURCES	<ul style="list-style-type: none"><li>• Lead the recruitment process of the Affinity PCN workforce actively engaging with practice managers during the process.</li><li>• Maintain adequate staffing levels to meet the commitments of the PCN. Monitoring skill-mix and deployment of staff.</li><li>• Ensuring mandatory training and protocols are up to date and records of completion are kept for all ARRS staff.</li><li>• Monitor and review PCN staff handbook and ensure all aspects of the handbook are implemented.</li><li>• Maintain up to date Human Resources records for all ARRS staff in line with employment and CQC requirements.</li><li>• Conduct annual appraisals and process annual pay reviews as appropriate and in line with ARRS budgets.</li></ul>
ORGANISATIONAL	<ul style="list-style-type: none"><li>• Work closely with the Practice management team to support the aims of the PCN and make efficiencies in ways of working.</li><li>• Ensure that the PCN has appropriate corporate policies and procedures in place. This will include developing policies for Practices to jointly adopt, e.g. Business Continuity, HR management and Information governance.</li><li>• Prepare business plans, bids and reports as required.</li><li>• Prepare and annually update the Network Strategic Development Plan (and any other written information requested by the management committee), oversee the implementation of the aims and objectives and feedback on progress at Network meetings.</li></ul>
IT/GOVERNANCE	<ul style="list-style-type: none"><li>• Ensure the PCN's compliance with professional regulations, GDPR and FOI along with other relevant legislation.</li><li>• Ensure compliance with the PCN Data Sharing Agreement and prepare the PCN Privacy Notice together with Data Impact Assessments.</li><li>• Liaise with IT suppliers and providers to meet the needs of the PCN.</li><li>• Ensure ARRS staff have appropriate access IT applications and hardware on commencement.</li></ul>

	<ul style="list-style-type: none"> <li>• Carry out data searches and reports in order to manage contracts, claims, benchmarking and reporting.</li> </ul>
MARKETING & PR	<ul style="list-style-type: none"> <li>• Develop and implement a public relations programme to promote Affinity PCN (to include attendance and presentations at events hosted by the Network.</li> <li>• Attendance at meetings to include operational meetings, executive team meetings, steering group meetings and external meetings of value to the project.</li> </ul>

## Personal Specification

Criteria	Essential	Desirable
<b>Qualifications/Attainments</b>	<ul style="list-style-type: none"> <li>• Degree or similar qualification or minimum of five years' experience at an equivalent level to the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Masters level qualification in Management.</li> </ul>
<b>Experience and Skills</b>	<ul style="list-style-type: none"> <li>• Experience of working within governance or quality within a commissioning environment</li> <li>• Build strong personal relationships and have effective formal and informal networks.</li> <li>• Report writing and providing assurance.</li> <li>• Monitoring individuals and teams.</li> <li>• Converting strategy into practical delivery.</li> <li>• Project management.</li> <li>• Excellent interpersonal skills</li> <li>• Literate and a good all-round communicator.</li> <li>• IT and keyboard and social media skills.</li> <li>• Good negotiation skills.</li> <li>• Budget management experience.</li> <li>• Analytical and problem-solving skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of leading change management projects.</li> <li>• Working with multi-disciplinary health teams.</li> <li>• Accountancy qualification</li> <li>• Project /programme management certification PRINCE</li> <li>• Knowledge and experience of working in primary or secondary care.</li> </ul>
<b>Special attributes and knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the health care system in relation to commissioners.</li> <li>• Demonstrates a high level of integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding and experience of working in the health and care system, Current network configuration and future requirements.</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Ability to use own initiative, follow tasks through and work with a high level of autonomy.</li> <li>• Be responsive and agile, adapting to a rapidly changing environment.</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly (including some work outside usual hours).</li> </ul>	

## Underpinning Policies:

CONFIDENTIALITY	<ul style="list-style-type: none"><li>• In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to practice staff and other healthcare workers. They may also have access to information relating to member practices as business organisations. All such information from any source is to be regarded as strictly confidential.</li><li>• Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with individual practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.</li></ul>
EQUALITY & DIVERSITY	<ul style="list-style-type: none"><li>• The post-holder will support the equality, diversity and rights of patients, carers, and colleagues, to include:</li><li>• Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation</li><li>• Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.</li><li>• Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.</li></ul>
PERSONAL & PROFESSIONAL DEVELOPMENT	<ul style="list-style-type: none"><li>• The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:</li><li>• Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development</li><li>• Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work</li></ul>
QUALITY	<ul style="list-style-type: none"><li>• The post-holder will strive to maintain quality within the organisation, and will:</li><li>• Alert other network team members to issues of quality and risk.</li><li>• Assess own performance and take accountability for own actions, either directly or under supervision.</li><li>• Contribute to the effectiveness of the network team members by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.</li><li>• Effectively manage own time, workload and resources.</li></ul>
COMMUNICATION	<ul style="list-style-type: none"><li>• The post-holder should recognize the importance of effective communication within the organisation and will strive to:</li><li>• Communicate effectively with other team members including the executive board, PCN staff and staff at member practices.</li><li>• Communicate effectively with outside agencies and other stakeholders.</li><li>• Recognise people's needs for alternative methods of communication and respond accordingly.</li></ul>

