

Collaborative Executive – Expression of Interest

Introduction

Expressions of Interest (EOI) are sought for secondment opportunities from across the Black Country and wider West Midlands, for the following roles within the Black Country Provider Collaborative:

Role	Band	TRAC job #	Link to apply
Associate Director – Transformation & Improvement	8d*	253-0624-6338031-A	http://jobs.dudleygroup.nhs.uk/job/v6574397
Transformation & Improvement Manager - Medicine	8a	253-0624-6338231-A	http://jobs.dudleygroup.nhs.uk/job/v6574501
Transformation & Improvement Manager – Workforce & Enabling Strategies	8a	253-0624-6339093-A	http://jobs.dudleygroup.nhs.uk/job/v6574517
Business Manager – Corporate Services Transformation	8a	253-0624-6342700-A	http://jobs.dudleygroup.nhs.uk/job/v6574439
Breast Network – Project Manager	7**	253-0724-6508490-A	http://jobs.dudleygroup.nhs.uk/job/v6574474
Personal / Executive Assistant – Corporate Services Transformation	4/5	253-0624-6339265-A	http://jobs.dudleygroup.nhs.uk/job/v6575514

* Indicative banding with possibly more for an exceptional candidate

**This role is a secondment for the remainder of 24/25.

The Black Country Provider Collaborative (BCPC) has been in place since late 2019 and is a partnership between the following four provider Trusts:

- The Dudley Group NHS Foundation Trust (DGFT)
- The Royal Wolverhampton NHS Trust (RWT)
- Sandwell & West Birmingham NHS Trust (SWBT)
- Walsall Healthcare NHS Trust (WHCT)

The BCPC has a diverse and ambitious transformation & improvement programme of work outlined in its agreed annual work plan, which is operationalised through the Collaborative Executive (CE) and overseen for delivery by the BCPC Joint Provider Committee (JPC).

With a greater focus on delivery, the BCPC is seeking to ‘refresh’ its team with an exciting range of new roles to support the delivery of system work and priorities.

Currently, the Collaborative Executive has agreed a set of work priorities for 24/25 and 25/26 centred around the following:

A. IMPROVEMENT

- **Clinical & Operational Productivity** (BCPC CIPs to deliver FRP Year 1 and requirements of the ‘Undertakings’)
- **Quality** (*reduce variation*) – protocols, pathways, standards.
- **Service Productivity** - GIRFT & Further Faster 40
- **Service Change & Transformation** - Better organisation through new models of care. (e.g. Urology, ENT, Breast, Networked Service Solutions)

B. TRANSFORMATION

- [Corporate Services Transformation Programme](#)
- [Clinical Services Transformation & Reconfiguration](#)

C. STRATEGIC & ENABLING PRIORITIES

- [Governance](#) – Pursuit of integration at the ‘North’ and ‘South’ of the Black Country.
- [Planning Guidance](#) – support delivery of the key enabling priorities outlined in the 24/ 25 Planning Guidance (*Comms & Engagement, DDaT, Estates, Service Change, Workforce*)

Further information on the work of the BCPC can be found on the following website, with the most recent Annual Report also available in the ‘About Us’ tab under ‘publication’:

<https://blackcountryprovidercollaborative.nhs.uk/>

Given the current NHS environment where systems and organisations are under financial pressure, it is recognised that systems and organisations may be seeking to reduce their workforce as part of the efficiency drive.

Thus, these roles may suit candidates that are deemed ‘at risk’ (subject to organisation / system wide approval), have recently identified through annual appraisals that they would like to stretch themselves with system working and the experience may be part of a ‘succession’ plan.

Full Job Descriptions and Person Specifications for all roles are available.

Overview of the roles and expectations

- These roles are important in supporting the delivery of an agreed set of priorities and supporting work plan for the BCPC driving delivery, improvement and transformation at scale once, and complementary to work being undertaken at the sovereign Trust level.
- The work plan is focused on supporting and contributing to both restoration and recovery of services and establishing best practice and service delivery across the Providers Collaborative and the ICS.
- We are seeking to appoint and on-board quickly (i.e. by the end of September) with these secondment opportunities offered on an 18-month basis through a competitive interview process.
- The commitment of these secondment opportunities will not exceed the 31st March 2026. Extensions may be possible subject to agreement of the annual work plan by the Joint Provider Committee in early 2026.
- Individuals interested in the post should ensure the support of their employing organisation to fulfil the commitment required.

For further information about these roles please contact Sohaib Khalid, BCPC Managing Director via Ellie Hadlington (ellie.hadlington@nhs.net) before the 28th of August 2024.

EOI process

Early inquiries and applications are encouraged as we may close early if the volume of applications is high.

All expressions of interest should be made via the appropriate hyperlink for each job. This will take you to the Job Overview page on the Dudley FT website. Then please scroll down to the bottom of the page to click 'Apply' which will take you to the TRAC page to submit your application.

Please submit your EOI via the TRAC system by Monday 2nd September 2024.

The date for interviews is yet TBC but will be in early / mid-September 2023.

Previous applicants need not apply.

Job Description

Job Title:	Associate Director - Transformation & Improvement
Job Band:	Band 8d (<i>Secondment 18 months</i>)
Reports to	BCPC Managing Director
Location:	The Dudley Group NHS Foundation Trust
Department	CEO Office – BCPC

1. Background

Provider collaboratives are partnerships that bring together two or more NHS trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled “[Working together at scale: Guidance on Provider Collaboratives](#)”, that requires all trusts providing acute and mental health services to be part of one or more provider collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four partner trusts:

- Dudley Group of Hospitals NHS Foundation Trust
- Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3million people.

2. Job Summary

The Associate Director - Transformation & Improvement will be responsible for a diverse range of quality, transformation, service improvement and business development priorities which support the BCPC Managing Director, CMO and Clinical Leads to drive delivery of an agreed programme of priorities that contribute to the delivery of the BCPC annual workplan, working at scale across the ICS with its four partner Trusts.

The postholder is expected to be an experienced competent self-starter, a capable and credible individual, ideally with recent diverse management experiences of both commissioning and provider segments of healthcare.

They will be expected to understand the current NHS environment, its key policies and fluent in the service change process, preparing key documentation to meet the requirements of all governance processes such as ICB screening documents, OSC’s briefing papers, case for change, pre-consultation business cases and final business case.

In addition to supporting the Managing Director across the breadth of the BCPC portfolio, this role will have a specific initial focus in the following cancer related surgical specialties / delivery areas:

- Breast Surgery Services
- Colorectal
- SKIN (Dermatology)
- Urology
- Clinical Leads Group

In time further specific portfolio areas will be identified, and the post holder will take a leadership role to a complex and far-reaching programme, supporting the development and delivery of the agreed priorities.

Critical to successful delivery in this role will be an ability to organise and effectively plan for the large (and dynamic) volume of work priorities, communicate effortlessly (written, oral, and listening) at all levels, actively engaging a diverse range of stakeholders and displaying behaviours that are consistent with the expectations of a senior level role.

The role will need to be highly autonomous, requiring interpretation of national and local policy and strategies. The post holder will have line management responsibility and be required to work in a matrix manner holding to account the Transformation & Improvement Managers, clinical and workstream leads for delivery, influencing and negotiating on programme elements required to deliver the agreed priorities.

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. It should be noted that the focus and duties of this role will grow and evolve, and therefore the job may change over time to reflect the changing needs of the local NHS environment, whilst also being cognisant of the personal development needs of the post holder.

3. Principal Duties & Responsibilities

Job Functions and Responsibilities

Key responsibilities of the role include:

(a) General

Support the BCPC Managing Director with the following range of general business duties:

- Developing and establishing the BCPC annual workplan and supporting resource requirements.
- Establish performance monitoring processes for the delivery of the identified and agreed priorities.
- Develop and manage key clinical service business cases to support service change and transformation activities.
- Work with the BCPC Executive Finance Lead and other appropriate colleagues to support the delivery of the BCPC contribution of the system Financial Recovery Plan.
- Coordinate and consolidate key contributions from team members that promotes the work of the BCPC through effective communications such as the Annual Report, Newsletters, Clinical Summits, ICS workshops, and monthly JPC briefings.
- There is no direct line management or budget ownership responsibility expected as part of this role, but this role will support the BCPC Managing Director, and there will be some management supervision of team members from time to time.
- Support the CMO in managing the agenda and programme of monthly Clinical Leads Group (CLG) meetings. In so doing, review and manage the detailed reports and presentations for the CLG meetings highlighting any key areas of risk or concern along with proposing actions to resolve those identified as well as any potential problems expected.

For agreed and identified portfolio areas:

- Take responsibility for the project management, development, and delivery of a portfolio of projects and work-streams across a range of areas, which focus on quality, resilience, improvement and transformation and some focus on efficiency.
- In discussion with the BCPC Managing Director, chair and set the agenda of appropriate meetings relevant to your portfolio areas, ensuring the timely circulation of agendas, relevant papers, and accurate action notes.

- Lead teams and support clinicians and managers to review current service models / delivery with a view to improving and transforming through best use of resources to provide better, faster, and safer care for the Black Country population.
- Identify and propose changes that support the development of new models of care and better use of the Black Country resource (workforce, finance, estate etc).
- Define the scope of each project, objectives and resources with the project lead, sponsor, and key groups, including leading on the development of business cases and project initiation documentation.
- Develop, produce, and manage a detailed project plan for each project / priority and its associated work-streams, outlining the key deliverables with defined internal milestones, using the Trusts own project management documentation and tools.
- Ensure that all projects are monitored, and their benefits delivered according to financial and non-financial targets set by the Project Sponsor, BCPC Executive, or other key internal and external stakeholders.
- Work to maximise the benefits from related initiatives such as those coming from the Commission for Quality and Innovation (CQUINS), Getting it Right First Time (GIRFT), Further Faster, and Model Hospital.
- Provide an appropriate balance of challenge and support to all colleagues and partners working on BCPC priorities in the development and delivery of work-stream plans and in the tracking of activity against plan.
- Ensure that the links between work-streams are effectively facilitated and any potential conflicts are resolved.

(b) Finance

- Lead the development of submissions for any external funding from NHSE or other regional or national sources that support transformation activities consistent with the priorities of the BCPC.
- Budgetary oversight for the range of BCPC priorities, ensuring that there is detailed analysis of all financial budgets within the assigned specialty area(s) to ensure that all financial considerations are fully understood for that work area as this will support the identification of transformation/CIP/rectification plans for the financial year.
- Adhere to all Trust / system financial systems and standing financial instructions.

(c) Communication

- To work in partnership with colleagues from across the four partner Trusts of the BCPC and the wider BC ICS to ensure that priorities are effectively communicated and supported, navigating any challenges in the process.
- Develop and maintain good working relationships with the BCPC Transformation & Improvement Team, Clinical Networks, system wide Operational Leads, CLG, and other key internal and external stakeholders to ensure their support for and involvement in your portfolio of projects.
- Oversee and manage the teams production of key communication materials (e.g. BCPC Newsletters, Annual report, material for the BCPC Website) associated with each project, including the promotion of projects via appropriate channels, as required.
- Ensure that all communication and liaison with internal and external stakeholders is effective, responsive, and sensitively managed and adheres with legislation, policies, and procedures.

(d) Information

- Ensure that all information is gathered, stored, and passed on to relevant departments/staff in line with the Trust's Information Management policies and procedures.

- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.

(e) Professional/Personal Development

- Develop and maintain own knowledge of developments and legislation relevant to your portfolio and ensure that each project reflects current professional guidance and standards.
- Participate in regular supervision and annual appraisal, setting personal objectives with your line manager.
- Take responsibility for own professional development, identifying individual training and education needs.
- Undertake relevant mandatory training.

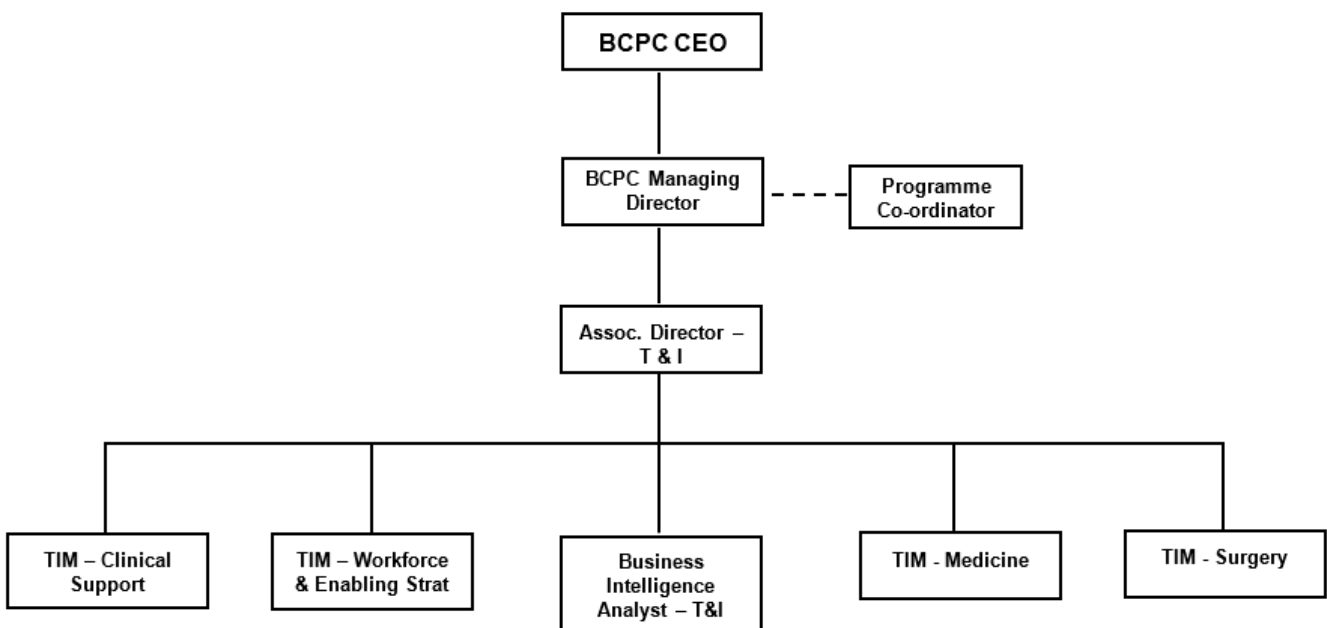
(f) Other

- Exercise a significant level of autonomy and initiative, making decisions and judgements related to each project within your portfolio.
- Manage and prioritise own workload.
- Maintain confidentiality at all times (many projects will involve providing and receiving complex/sensitive information and data).
- Manage unpredictable situations, conflicting priorities and find solutions to problems as they arise.
- Undertaking any additional duties and deputise where appropriate for the BCPC Managing Director.

4. Black Country Provider Collaborative Structure

The BCPC structure will grow and evolve as it matures as part of the local NHS architecture.

The role of the Associate Director – Transformation & Improvement is identified in the diagram below.



5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- Black Country provider chief executives, directors, clinicians, and managers
- NHS England & Improvement (Midlands Region)
- Getting it Right First Time
- Black Country Integrated Care Board / System colleagues
- Academic Health Sciences Network (AHSN)
- Patient and community representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

The post holder will:

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding

Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

12. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sohaib Khalid
Date:	24 th May 2024
Job evaluation completed:	To be confirmed
Job evaluation reference number:	To be confirmed

PERSON SPECIFICATION

Job Title:	Associate Director – Transformation & Improvement
Job Band:	A4C - Band 8d <i>(to be confirmed subject to job matching)</i>

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

QUALIFICATIONS & EDUCATION	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Professional knowledge acquired through degree, supplemented by specialist training to doctorate or equivalent level, management qualification or equivalent experience. 	Essential

KNOWLEDGE AND TRAINING	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> In depth working knowledge of the UK healthcare sector and its regulation. Well-developed knowledge and experience of issues of service change, transformation and improvement methodologies and techniques for planning, monitoring, and controlling programmes and projects, including risk management. 	Essential

EXPERIENCE	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Experience of leading diverse project teams in the delivery of major, complex, multi-year phased infrastructure projects, preferably within the NHS and / or academic environment, and of deploying recognised programme / project management methodologies. Experience of working in a highly political environment, in which national and local imperatives are potentially in conflict and addressing different stakeholders appropriately. A credible leader who is confident with a demonstrable track record in using quantitative, qualitative, and financial and other relevant information to inform delivery planning and in monitoring/performance. Evidence of achievement of leading change through people and influence and securing high performance by effective collaborative partnership working and empowering others. Managing conflict, displaying high levels of emotional intelligence, and remaining calm and resilient under pressure. 	Essential
<ul style="list-style-type: none"> Operating in a partnership/joint role across NHS organisational boundaries. Experience in a responsible NHS director / senior management position in a complex operational environment implementing change and redesign across organisational boundaries and sectors. 	Desirable

COMMUNICATION & RELATIONSHIP SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Ability to collaborate constructively with internal and external partners to create the conditions for successful partnership working. Proven experience of highly effective written and verbal communication at the highest levels, including public speaking and preparation of complex written reports. Excellent presentation and facilitation skills to very senior audiences, conferences, and events. 	Essential

ANALYTICAL & JUDGEMENT SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Ability to successfully analyse complex issues and situations, provide logical decisions, and reconcile competing interests, providing practical and creative solutions to problems through collaborative working to promote a system vision. Ability to be intellectually flexible and to look beyond existing structures, ways of working, boundaries, and organisations to produce more effective and innovative service delivery and partnerships through transformation. Exceptionally high level of political awareness and sensitivity, with the ability to understand the wider interest groups and stakeholders, and to work sensitively to overcome their differing positions and interests. 	Essential

PLANNING & ORGANISATIONAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Significant and proven experience in multiple complex project and programme leadership roles, including management of complex risks. Knowledge and understanding of clinical services delivery, development, redesign, and best practice. 	Essential

EQUALITY, DIVERSITY, INCLUSION AND TRUST VALUES	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Able to provide safe, caring, and effective services. Values and behaviours that reflect the Trust values of Care, Respect and Responsibility. Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong, and their contribution is valued 	Essential

Prepared by:	Sohaib Khalid
Date prepared:	24 th May 2024
Job evaluation completed:	To be confirmed
Job evaluation reference number:	To be confirmed

Job Description

Job Title:	Transformation & Improvement Manager – Medicine Services
Job Band:	Band 8A (<i>Fixed Term or Secondment 18 months</i>)
Accountable to:	BCPC Managing Director
Location:	The Dudley Group NHS Foundation Trust
Department	CEO Office – BCPC

1. Background

Provider collaboratives are partnerships that bring together two or more NHS trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled "[Working together at scale: Guidance on Provider Collaboratives](#)", that requires all trusts providing acute and mental health services to be part of one or more provider collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four main trusts:

- Dudley Group of Hospitals NHS Foundation Trust
- Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3million people.

2. Job Summary

The role of the Transformation & Improvement Manager (TIM) – Medicine Services will be responsible for a number of quality, transformation, service improvement and business development priorities which support the BCPC Managing Director, CMO and Clinical Leads to drive delivery of an agreed programme of priorities that support delivery of the BCPC annual workplan working at scale across the ICS with its four partner Trusts.

The postholder is expected to be a competent self-starter who is a capable and credible individual, ideally with recent diverse experiences of both commissioning and provider segments of healthcare.

They will be expected to understand the current NHS environment, its key policies and fluent in the service change process, preparing key documentation to meet the requirements of all governance processes such as ICB screening documents, OSC's engagement letters, case for change, pre-consultation business cases and final business case.

This role will be focused initially in the following clinical areas:

- Endoscopy
- Peri-operative Assessment
- Networked Service Solutions for:
 - Neurology
 - Renal Medicine

- Stroke Services
- Vascular Services

In time further medicine services and / or portfolio areas will be identified and this role will take a leadership role in supporting the development and delivery of the agreed priorities.

Critical to successful delivery in this role will be an ability to organise and effectively plan for the large (and dynamic) volume of work priorities, communicate effortlessly (written, oral, and listening) at all levels, actively engaging a diverse range of stakeholders and displaying behaviours that are consistent with the expectations of a senior level role.

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. It should be noted that the focus and duties of this role will grow and evolve, and therefore the job may change over time to reflect the changing needs of the local NHS environment, whilst also being cognisant of the personal development needs of the post holder.

3. Principal Duties & Responsibilities

Job Functions and Responsibilities

Key responsibilities of the role include:

(a) Business & Strategy

- There is no direct line management or budget ownership responsibility expected as part of this role.
- Take responsibility for the project management, development, and delivery of a portfolio of projects and work-streams across a range of areas, which focus on quality, resilience, improvement and transformation and some focus on efficiency.
- In discussion with the BCPC Managing Director, chair and set the agenda of appropriate meetings relevant to your portfolio areas, ensuring the timely circulation of agendas, relevant papers, and accurate action notes.
- Lead teams and support clinicians and managers to review current service models / delivery with a view to improving and transforming through best use of resources to provide better, faster, and safer care for the Black Country population.
- Identify and assess opportunities for new services developments that repatriate activity back into the Black Country improving equity, access to care, better patient experience and health outcomes.
- Identify and propose changes that support the development of new models of care and better use of the Black Country resource (workforce, finance, estate etc).
- Define the scope of each project, objectives and resources with the project lead, sponsor, and key groups, including leading on the development of business cases and project initiation documentation.
- Develop, produce, and manage a detailed project plan for each project / priority and its associated work-streams, outlining the key deliverables with defined internal milestones, using the Trusts own project management documentation and tools.
- Ensure that specialist training plans are developed and put in place to support the sustainability of new systems of work. Arrange for the delivery of these training programmes to relevant staff as applicable. Dependant on the system being put in place, training can be carried out either by the Transformation Business Partner, a delegated member of the Trust project team or else arranged via 3rd Party external providers.
- Ensure that all projects are monitored, and their benefits delivered according to financial and non-financial targets set by the Project Sponsor, BCPC Executive, or other key internal and external stakeholders.
- Work to maximise the benefits from related initiatives such as those coming from the Commission for Quality and Innovation (CQUINS), Getting it Right First Time (GIRFT), Further Faster, and Model Hospital.
- Develop a comprehensive contingency plan for each project, in conjunction with work-stream delivery leads and senior managers.

- Negotiate with key internal and external stakeholders regarding the provision of financial, human, and physical resources for each project. Proactively monitor, support, and motivate staff engaged in delivering project work-streams, ensuring that all agreed milestones are achieved.
- Working with others across the Trust, ensure necessary whole system changes are effected to support delivery and on-going sustainability.
- Provide an appropriate balance of challenge and support to all leads in the development and delivery of work-stream plans and in the tracking of activity against plan.
- Create detailed reports and presentations for the CLG or BCPC Executive meetings to provide an overview of their transformational programme. Highlight any key areas of risk or concern along with proposing actions to resolve those identified as well as any potential problems expected.
- Ensure that agreed robust change control procedures are implemented and are actively used to assess the effect of any change to the work-stream and the wider programme, in terms of cost, timescales and resources and that their impact is reported to the relevant governing committees and that corrective action and contingency planning are taken where necessary.
- Ensure that the links between work-streams are effectively facilitated and any potential conflicts are resolved.
- Ensure that all appropriate Trust Policies and Procedures which relate to each project are adhered to.

(b) Finance

- Undertake a detailed analysis of all financial budgets within the assigned specialty area(s) to ensure that all financial considerations are fully understood for that work area as this will support the identification of transformation/CIP/rectification plans for the financial year.
- Adhere to all Trust financial systems and standing financial instructions.

(c) Communication

- Develop and maintain good working relationships with the BCPC Transformation & Improvement Team, Clinical Networks, system wide Operational Leads, CLG, and other key internal and external stakeholders to ensure their support for and involvement in your portfolio of projects.
- Lead on the production of key communication materials (e.g. BCPC Newsletters, Annual report, material for the BCPC Website) associated with each project, including the promotion of projects via appropriate channels, as required.
- Ensure that all communication and liaison with internal and external stakeholders is effective, responsive, and sensitively managed and adheres with legislation, policies, and procedures.

(d) Information

- Ensure that all information is gathered, stored, and passed on to relevant departments/staff in line with the Trust's Information Management policies and procedures.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.

(e) Professional/Personal Development

- Develop and maintain own knowledge of developments and legislation relevant to your portfolio and ensure that each project reflects current professional guidance and standards.
- Participate in regular supervision and annual appraisal, setting personal objectives with your line manager.
- Take responsibility for own professional development, identifying individual training and education needs.
- Undertake relevant mandatory training.

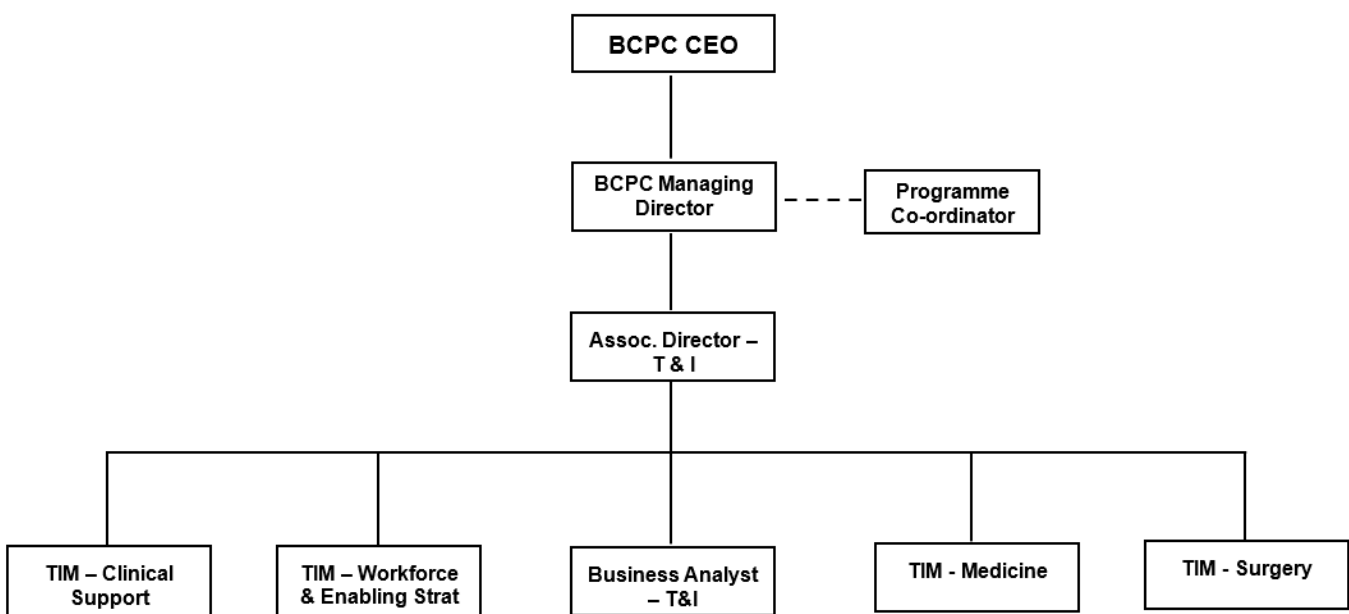
(f) Other

- Exercise a significant level of autonomy and initiative, making decisions and judgements related to each project within your portfolio.
- Manage and prioritise own workload.
- Maintain confidentiality at all times (many projects will involve providing and receiving complex/sensitive information and data).
- Manage unpredictable situations, conflicting priorities and find solutions to problems as they arise.
- Undertaking additional duties as requested by the BCPC Managing Director.

4. Black Country Provider Collaborative Structure

The BCPC structure will grow and evolve as it matures as part of the local NHS architecture.

The role of the TIM – Medicine Services is identified in the diagram below.



5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- Black Country provider chief executives, directors, clinicians, and managers
- NHS England & Improvement (Midlands Region)
- Getting it Right First Time
- Black Country Integrated Care Board / System colleagues
- Academic Health Sciences Network (AHSN)
- Patient and community representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

The post holder will:

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

12. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

13. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sohaib Khalid
Date:	24 th May 2024
Job evaluation completed:	11 th July 2024
Job evaluation reference number:	24/172 (aligned to 24/171)

PERSON SPECIFICATION

JOB TITLE:	Transformation & Improvement Manager – a) Medicine Services, b) Surgical Services, c) Clinical Support Services, d) Workforce & Enabling Strategies
JOB BAND:	Band 8a

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

QUALIFICATIONS & EDUCATION	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Educated to Masters level and equivalent level of experience working at a senior level in specialist area. ▪ Evidence of continued professional development 	Essential

KNOWLEDGE AND TRAINING	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ In depth working knowledge of the UK healthcare sector and its regulation ▪ Well-developed knowledge and experience of issues of programme and project management methodologies and techniques for planning, monitoring, and controlling programmes and projects, including risk management. ▪ Demonstrated experience of managing and coordinating projects in complex and challenging environments. 	Essential
<ul style="list-style-type: none"> ▪ Qualification in Project Management or equivalent demonstrable relevant experience. ▪ Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement. ▪ Knowledge of project principles, techniques, and tools, such as Prince 2 	Desirable

EXPERIENCE	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Significant experience of successfully operating in a politically sensitive environment ▪ Experience of the NHS Service change process ▪ Experience of developing and establishing PIDs, case for change, and business cases ▪ Experience of drafting briefing papers and correspondence for a senior 	Essential

<p>audience</p> <ul style="list-style-type: none"> ▪ Demonstrated experience in a Healthcare environment ▪ Experience of system level working with a diverse range of partners / stakeholders. 	
<ul style="list-style-type: none"> ▪ Experience of developing and leading stakeholder engagement workshops, planning and running of large system wide Clinical Summits / specialty workshops ▪ Experience of monitoring budgets and business planning processes ▪ Experience of managing risks and reporting 	Desirable

COMMUNICATION & RELATIONSHIP SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required. ▪ Ability to provide and receive complex, sensitive, and contentious information and present complex and sensitive information to large groups and senior stakeholders. 	Essential

ANALYTICAL & JUDGEMENT SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Ability to analyse very complex issues where material is conflicting and drawn from multiple sources. ▪ Numerate, with excellent analytical skills including ability to use Excel to analyse and present complex quantitative data 	Essential

PLANNING & ORGANISATIONAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Demonstrated capability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly. ▪ Commitment to collaborative working and to the vision, goals and purpose of the BCPC 	Essential

PHYSICAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales. ▪ Tenacity: demonstrates high levels of self-belief, drive, enthusiasm, and stamina to achieve goals and see things through ▪ Ability to work effectively under pressure and to adapt to rapidly changing circumstances. ▪ Self-confident and motivated. 	Essential

EQUALITY, DIVERSITY, INCLUSION AND TRUST VALUES	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Able to provide safe, caring, and effective services. ▪ Values and behaviours that reflect the Trust values of Care, Respect and Responsibility ▪ Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong, and their contribution is valued 	<p>Essential</p>

Prepared by:	Sohaib Khalid
Date prepared:	24 th May 2024
Job evaluation completed:	11/07/2024
Job evaluation reference number:	24/172 (Aligned to 24/171)

Job Description

Job Title:	Transformation & Improvement Manager – Workforce & Enabling Strategies
Job Band:	Band 8A (<i>Fixed Term or Secondment 18 months</i>)
Accountable to:	BCPC Managing Director
Location:	The Dudley Group NHS Foundation Trust
Department	CEO Office – BCPC

1. Background

Provider collaboratives are partnerships that bring together two or more NHS trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled “[Working together at scale: Guidance on Provider Collaboratives](#)”, that requires all trusts providing acute and mental health services to be part of one or more provider collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four main trusts:

- Dudley Group of Hospitals NHS Foundation Trust
- Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3million people.

2. Job Summary

The role of the Transformation & Improvement Manager (TIM) – Workforce & Enabling Strategies will be responsible for a number of quality, transformation, service improvement and business development priorities which support the BCPC Managing Director, CMO and Clinical Leads to drive delivery of an agreed programme of priorities that support delivery of the BCPC annual workplan, working at scale across the ICS with its four partner Trusts.

The postholder is expected to be a competent self-starter who is a capable and credible individual, ideally with recent diverse experiences of both commissioning and provider segments of healthcare and will be expected to understand the current NHS environment, its key policies and direction of travel.

This role will be critical in supporting key system level working groups / task groups that support the work of the BCPC to drive and support change. There will be a particular focus on supporting and driving the key activities of:

- The workforce workstream through its 3 key priorities
- The DDaT workstream through its 5 key priorities
- The Comms & Engagement workstream with a particular focus on public involvement & engagement activities
- The Estates workstream with a view to working better across the system.

In addition to the above, there will be a strong focus on workforce modelling for all BCPC service transformation work and to contributing to the development of all appropriate governance documents required for the service change process (e.g. ICS Screening document, case for change, pre-consultation business case, full business cases etc.).

Critical to successful delivery in this role will be an ability to organise and effectively plan for the large (and dynamic) volume of work priorities, communicate effortlessly (written, oral, and listening) at all levels, actively engaging a diverse range of stakeholders and displaying behaviours that are consistent with the expectations of a senior level role.

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. It should be noted that the focus and duties of this role will grow and evolve, and therefore the job may change over time to reflect the changing needs of the local NHS environment, whilst also being cognisant of the personal development needs of the post holder.

3. Principal Duties & Responsibilities

Job Functions and Responsibilities

Key responsibilities of the role include:

(a) Business & Strategy

- There is no direct line management or budget ownership responsibility expected as part of this role.
- Take responsibility for the project management, development, and delivery of a portfolio of projects and work-streams across a range of areas, which focus on quality, resilience, improvement and transformation and some focus on efficiency.
- In discussion with the BCPC Managing Director, chair and set the agenda of appropriate meetings relevant to your portfolio areas, ensuring the timely circulation of agendas, relevant papers, and accurate action notes.
- Lead teams and support clinicians and managers to review current service models / delivery with a view to improving and transforming through best use of resources to provide better, faster, and safer care for the Black Country population.
- Identify and assess opportunities for new services developments that repatriate activity back into the Black Country improving equity, access to care, better patient experience and health outcomes.
- Identify and propose changes that support the development of new models of care and better use of the Black Country resource (workforce, finance, estate etc).
- Define the scope of each project, objectives and resources with the project lead, sponsor, and key groups, including leading on the development of business cases and project initiation documentation.
- Develop, produce, and manage a detailed project plan for each project / priority and its associated work-streams, outlining the key deliverables with defined internal milestones, using the Trusts own project management documentation and tools.
- Ensure that specialist training plans are developed and put in place to support the sustainability of new systems of work. Arrange for the delivery of these training programmes to relevant staff as applicable. Dependant on the system being put in place, training can be carried out either by the Transformation Business Partner, a delegated member of the Trust project team or else arranged via 3rd Party external providers.
- Ensure that all projects are monitored, and their benefits delivered according to financial and non-financial targets set by the Project Sponsor, BCPC Executive, or other key internal and external stakeholders.
- Work to maximise the benefits from related initiatives such as those coming from the Commission for Quality and Innovation (CQUINS), Getting it Right First Time (GIRFT), Further Faster, and Model Hospital.
- Develop a comprehensive contingency plan for each project, in conjunction with work-stream delivery leads and senior managers.

- Negotiate with key internal and external stakeholders regarding the provision of financial, human, and physical resources for each project. Proactively monitor, support, and motivate staff engaged in delivering project work-streams, ensuring that all agreed milestones are achieved.
- Working with others across the Trust, ensure necessary whole system changes are effected to support delivery and on-going sustainability.
- Provide an appropriate balance of challenge and support to all leads in the development and delivery of work-stream plans and in the tracking of activity against plan.
- Create detailed reports and presentations for the CLG or BCPC Executive meetings to provide an overview of their transformational programme. Highlight any key areas of risk or concern along with proposing actions to resolve those identified as well as any potential problems expected.
- Ensure that agreed robust change control procedures are implemented and are actively used to assess the effect of any change to the work-stream and the wider programme, in terms of cost, timescales and resources and that their impact is reported to the relevant governing committees and that corrective action and contingency planning are taken where necessary.
- Ensure that the links between work-streams are effectively facilitated and any potential conflicts are resolved.
- Ensure that all appropriate Trust Policies and Procedures which relate to each project are adhered to.

(b) Finance

- Undertake a detailed analysis of all financial budgets within the assigned specialty area(s) to ensure that all financial considerations are fully understood for that work area as this will support the identification of transformation/CIP/rectification plans for the financial year.
- Adhere to all Trust financial systems and standing financial instructions.

(c) Communication

- Develop and maintain good working relationships with the BCPC Transformation & Improvement Team, Clinical Networks, system wide Operational Leads, CLG, and other key internal and external stakeholders to ensure their support for and involvement in your portfolio of projects.
- Lead on the production of key communication materials (e.g. BCPC Newsletters, Annual report, material for the BCPC Website) associated with each project, including the promotion of projects via appropriate channels, as required.
- Ensure that all communication and liaison with internal and external stakeholders is effective, responsive, and sensitively managed and adheres with legislation, policies, and procedures.

(d) Information

- Ensure that all information is gathered, stored, and passed on to relevant departments/staff in line with the Trust's Information Management policies and procedures.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.

(e) Professional/Personal Development

- Develop and maintain own knowledge of developments and legislation relevant to your portfolio and ensure that each project reflects current professional guidance and standards.
- Participate in regular supervision and annual appraisal, setting personal objectives with your line manager.
- Take responsibility for own professional development, identifying individual training and education needs.
- Undertake relevant mandatory training.

(f) Workforce

- For the workforce workstream they will:

- Support the drive for easier movement of staff between organisations and greater alignment of workforce related systems and processes.
- Play a key supporting role with the work of the Workforce & People Group and the People Digital Group
- Undertake detailed process mapping/service mapping
- Facilitate service change management processes
- Undertake workforce modelling and support service re-design
- Develop supporting HR related policies and processes

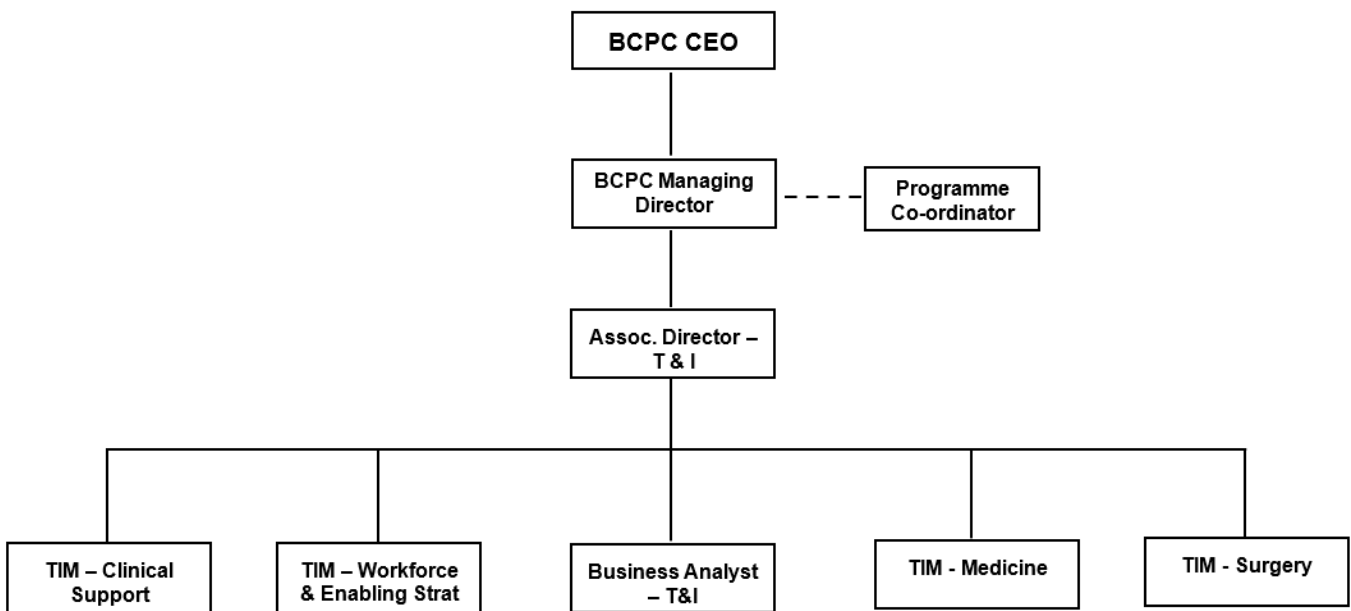
(g) Other

- Exercise a significant level of autonomy and initiative, making decisions and judgements related to each project within your portfolio.
- Manage and prioritise own workload.
- Maintain confidentiality at all times (many projects will involve providing and receiving complex/sensitive information and data).
- Manage unpredictable situations, conflicting priorities and find solutions to problems as they arise.
- Undertaking additional duties as requested by the BCPC Managing Director.

4. Black Country Provider Collaborative Structure

The BCPC structure will grow and evolve as it matures as part of the local NHS architecture.

The role of the TIM – Workforce and Enabling Strategies is identified in the diagram below.



5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- Black Country provider chief executives, directors, clinicians, and managers
- NHS England & Improvement (Midlands Region)
- Getting it Right First Time
- Black Country Integrated Care Board / System colleagues
- Academic Health Sciences Network (AHSN)

- Patient and community representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

The post holder will:

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

12. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

13. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sohaib Khalid
Date:	24 th May 2024
Job evaluation completed:	11 th July 2024
Job evaluation reference number:	24/174 (aligned to 24/171)

PERSON SPECIFICATION

JOB TITLE:	Transformation & Improvement Manager – Workforce & Enabling Strategies
JOB BAND:	Band 8a

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to assist in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

QUALIFICATIONS & EDUCATION	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Educated to Masters level and equivalent level of experience working at a senior level in specialist area. ▪ Evidence of continued professional development 	Essential

KNOWLEDGE AND TRAINING	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ In depth working knowledge of the UK healthcare sector and its regulation ▪ Well-developed knowledge and experience of issues of programme and project management methodologies and techniques for planning, monitoring, and controlling programmes and projects, including risk management. ▪ Demonstrated experience of managing and coordinating projects in complex and challenging environments. 	Essential
<ul style="list-style-type: none"> ▪ Qualification in Project Management or equivalent demonstrable relevant experience. ▪ Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement. ▪ Knowledge of project principles, techniques, and tools, such as Prince 2 	Desirable

EXPERIENCE	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Significant experience of successfully operating in a politically sensitive environment ▪ Experience of the NHS Service change process ▪ Experience of developing and establishing PIDs, case for change, and business cases ▪ Experience of drafting briefing papers and correspondence for a senior audience ▪ Demonstrated experience in a Healthcare environment ▪ Experience of system level working with a diverse range of partners / stakeholders. 	Essential

<ul style="list-style-type: none"> ▪ Experience of developing and leading stakeholder engagement workshops, planning and running of large system wide Clinical Summits / specialty workshops ▪ Experience of monitoring budgets and business planning processes ▪ Experience of managing risks and reporting 	Desirable
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COMMUNICATION & RELATIONSHIP SKILLS	Weighting (Essential or Desirable)
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<ul style="list-style-type: none"> ▪ Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required. ▪ Ability to provide and receive complex, sensitive, and contentious information and present complex and sensitive information to large groups and senior stakeholders. 	Essential
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ANALYTICAL & JUDGEMENT SKILLS	Weighting (Essential or Desirable)
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<ul style="list-style-type: none"> ▪ Ability to analyse very complex issues where material is conflicting and drawn from multiple sources. ▪ Numerate, with excellent analytical skills including ability to use Excel to analyse and present complex quantitative data 	Essential
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PLANNING & ORGANISATIONAL SKILLS	Weighting (Essential or Desirable)
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<ul style="list-style-type: none"> ▪ Demonstrated capability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly. ▪ Commitment to collaborative working and to the vision, goals and purpose of the BCPC 	Essential
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PHYSICAL SKILLS	Weighting (Essential or Desirable)
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<ul style="list-style-type: none"> ▪ Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales. ▪ Tenacity: demonstrates high levels of self-belief, drive, enthusiasm, and stamina to achieve goals and see things through ▪ Ability to work effectively under pressure and to adapt to rapidly changing circumstances. ▪ Self-confident and motivated. 	Essential
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EQUALITY, DIVERSITY, INCLUSION AND TRUST VALUES	Weighting (Essential or Desirable)
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<ul style="list-style-type: none"> ▪ Able to provide safe, caring, and effective services. ▪ Values and behaviours that reflect the Trust values of Care, Respect and Responsibility ▪ Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong, and their contribution is valued 	<p>Essential</p>
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Prepared by:	Sohaib Khalid
Date prepared:	24 th May 2024
Job evaluation completed:	11/07/2024
Job evaluation reference number:	24/174 (aligned to 24/171)

Job Description

Job Title:	Business Manager
Job Band:	Band 8a (<i>18 months Secondment</i>)
Accountable to:	BCPC Managing Director
Location:	The Dudley Group NHS Foundation Trust
Department	CEO Office – BCPC

1. Background

Provider collaboratives are partnerships that bring together two or more NHS trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled "[Working together at scale: Guidance on Provider Collaboratives](#)", that requires all trusts providing acute and mental health services to be part of one or more provider collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four main trusts:

- Dudley Group of Hospitals NHS Foundation Trust
- Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3million people.

2. Job Summary

The Business Manager will support the work of the Corporate Services Transformation Programme working with the Programme Lead, BCPC Managing Director and the CST SRO, providing data and information insights that enable the delivery the work programme.

The postholder is expected to be a self-starter with excellent business analytical skills, able to digest complex data and information to interpret simplistically for the lay reader. They should be a capable and credible individual, who ideally has a diverse range of NHS experiences of both commissioning and provider segments of healthcare.

They will be expected to understand the current NHS environment, its key policies and fluent in business analytics with excellent communication and presentation skills able to receive simple requests, to interrogate complex data sources and provide simple responses for a diverse range of transformation and improvement priorities / projects. This will be an intense and pressured role, with many demands of the postholders time to feed key governance processes such as service proposals & specifications, and business cases.

Critical to successful delivery in this role will be an ability to organise and effectively plan for the large (and dynamic) volume of work priorities, communicate effortlessly (written, oral, and listening) at all levels, actively engaging a diverse range of stakeholders and displaying behaviours that are consistent with the expectations of this role.

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. It should be noted that the focus and duties of this role will grow and evolve, and

therefore the job may change over time to reflect the changing needs of the local NHS environment, whilst also being cognisant of the personal development needs of the post holder.

3. Principal Duties & Responsibilities

Job Functions and Responsibilities

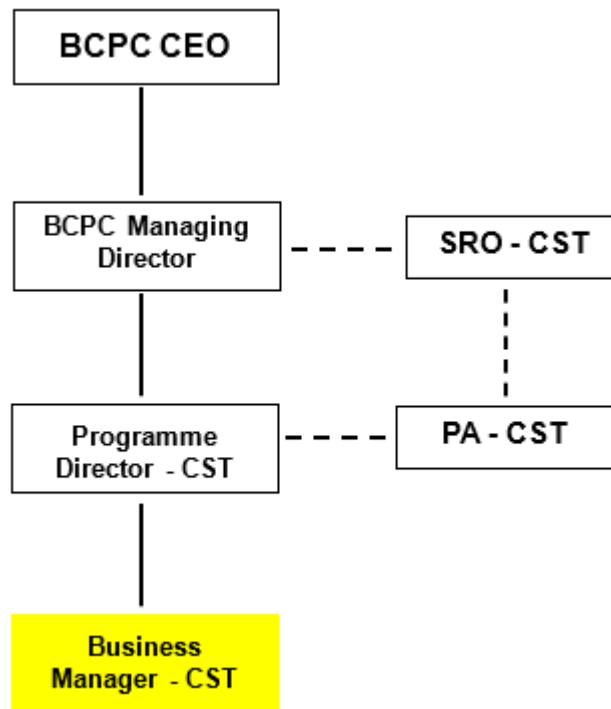
Key responsibilities of the role include:

- To investigate, analyse and predict outcome of highly complex data with multiple, sensitive outcomes.
- Implement systems to ensure there is continuous review of the data to ensure the system maximizes all its opportunities to improve productivity, efficiency and quality of its services.
- Design and recommend improvement measures and set up reporting mechanisms to capture the relevant data on the required basis.
- Highly developed communication skills are required as a means to manage the complex and challenging messages to effectively and positively manage the messages whilst engaging the clinical and non-clinical teams.
- Responsible for compiling and managing the production of dashboards and appropriate reports to accurately report on delivery of key performance metrics, highlighting where programmes are off track for delivery agreed priorities.
- To provide statistical analysis and profiles of trends within performance information, to guide early warning of delivery challenges and support mitigating decisions.
- To further develop Transformation & Improvement Team reporting tools to take on new data flows, enhance current flows and proactively explore the development of new dashboards in line with the evolving portfolio of programmes delivered in the BCPC workplan.
- Presentation of data sets to clinical and non-clinical teams in an effective and confident way requiring the use of highly developed interpersonal skills to build strong effective working relationships inside and outside the Trust/CMGs.
- Develop systems to ensure data accuracy and build credibility in the messages that are delivered. Generates, manipulates, and formulates data into clear, concise reports which are adjusted to the needs of the recipient from highly complex to simple reports.
- To take a strategic lead to help drive productivity and efficiencies. This will require the ability to manage a project effectively and pre-empt user requirements to manage performance.
- Will use in depth specialist knowledge to provide professional advice and analytical support to all internal and external stakeholders as necessary which will be used to manage performance of resources for the BCPC its partner Trusts and the wider system.
- Contribute to the quality improvement programs by presenting new ways to improve efficiency and productivity across the BCPC its partner Trusts and the wider system.
- To undertake detailed, complex investigation into sensitive areas to ensure that they are able to respond to National Guidelines.
- Ensure the production of high level strategic and performance analysis, to manage performance in theatres at service levels.
- Responsible for alerting the Trust/CMGs on issues which many need to be addressed as a matter of urgency. When appropriate present evidenced based solutions/options.

- Provide advice to individual project teams on collecting, reporting, analysing, and using collected data, sharing learning and teaching tools and techniques to improve individual's skill in using information effectively within the Trust/CMGs.
- Ensure close working with the other BIS and Informatics Teams across the ICS.
- To lead capacity planning and activity modelling assessments, including forecasting and predictions.
- Operating effectively in a highly political and sensitive environment.
- Undertaking additional duties as requested.

4. Black Country Provider Collaborative Structure

The BCPC structure will grow and evolve as it matures as part of the new NHS environment.



The role of the Business Manager – Corporate Services Transformation is identified in the bright yellow box above.

5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- Black Country provider chief executives, directors, clinicians, and managers
- NHS England & Improvement (Midlands Region)
- Getting it Right First Time
- Black Country Integrated Care Board
- Academic Health Sciences Network (AHSN)
- Patient and community representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

The post holder will:

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

12. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sohaib Khalid
Date:	24 th May 2024
Job evaluation completed:	11 th July 2024
Job evaluation reference number:	24/168

PERSON SPECIFICATION

JOB TITLE:	Business Manager - CST
JOB BAND:	Band 8a

GUIDANCE FOR MANAGERS:

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QUALIFICATIONS & EDUCATION	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Educated to Masters level or equivalent level of experience of working at a senior level in specialist area. Evidence of continued professional development 	Essential
KNOWLEDGE AND TRAINING	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> In depth working knowledge of the UK healthcare sector and its regulation Well-developed knowledge and experience of issues of programme and project management methodologies and techniques for planning, monitoring, and controlling programmes and projects, including risk management. 	Essential
<ul style="list-style-type: none"> Appropriate qualification in Business or equivalent demonstrable relevant experience. Knowledge of Financial Systems e.g. monitoring budget management, processing invoices and procurement. Demonstrated experience of business analytics and modelling. Knowledge of project principles, techniques, and tools, such as Prince 2 	Desirable
EXPERIENCE	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Experience of successfully operating in a politically sensitive environment Experience of the NHS Service change process Experience of a diverse range of business modelling tools and techniques Experience of drafting briefing papers and correspondence for a senior audience Demonstrated experience in a healthcare environment. Experience of system level working with a diverse range of partners / stakeholders. 	Essential
<ul style="list-style-type: none"> Experience of developing and leading stakeholder engagement workshops, planning and running of large system wide Clinical Summits / specialty workshops Experience of monitoring budgets and business planning processes Experience of managing risks and reporting 	Desirable

COMMUNICATION & RELATIONSHIP SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Ability to prepare and produce concise communications for dissemination to a broad range of stakeholders as required. Ability to provide and receive complex, sensitive, and contentious information and present complex and sensitive information to large groups and senior stakeholders. 	Essential

ANALYTICAL & JUDGEMENT SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Ability to analyse very complex issues where material is conflicting and drawn from multiple sources. Numerate, with excellent analytical skills including ability to use Excel to analyse and present complex quantitative data 	Essential

PLANNING & ORGANISATIONAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Demonstrated capability to plan over short, medium, and long-term timeframes and adjust plans and resource requirements accordingly. Commitment to collaborative working and to the vision, goals and purpose of the BCPC 	Essential

PHYSICAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales. Tenacity: demonstrates high levels of self-belief, drive, enthusiasm, and stamina to achieve goals and see things through Ability to work effectively under pressure and to adapt to rapidly changing circumstances. Self-confident and motivated. 	Essential

EQUALITY, DIVERSITY, INCLUSION AND TRUST VALUES	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Able to provide safe, caring, and effective services. Values and behaviours that reflect the Trust values of Care, Respect and Responsibility Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong, and their contribution is valued 	Essential

Prepared by:	Sohaib Khalid
Date prepared:	24 th May 2024
Job evaluation completed:	11 th July 2024
Job evaluation reference number:	24/168

Job Description

Job Title:	Project Manager – Breast Network
Job Band:	Band 7 (<i>secondment until end-March 2025</i>)
Accountable to:	BCPC Transformation and Improvement Manager
Location:	Hybrid – <i>approx 60% homebased / 40% onsite (at any Black Country acute Trust to attend relevant meetings) over the contract period.</i>
Department	CEO Office – Black Country Provider Collaborative

1. Background

Provider collaboratives are partnerships that bring together two or more NHS trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled “[Working together at scale: Guidance on Provider Collaboratives](#)”, that requires all trusts providing acute and mental health services to be part of one or more provider collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four main trusts:

- Dudley Group of Hospitals NHS Foundation Trust
- Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3 million people.

Each year, the BCPC collaborates with its partners to agree on a work plan that includes a Clinical Improvement Programme (CIP), implemented by the Transformation and Delivery Team.

The CIP is designed to optimise patient care and experience by improving access, quality, and system resilience. To drive this programme forward, nine clinical networks have been established, including the Breast Network.

2. Job Summary

The Breast Network aims to deliver high-quality, coordinated breast care services across the Black Country. This role involves managing three specific projects within the network, focusing on service improvement and development. The post holder will work closely with the Breast Clinical Lead to deliver three key transformation projects: development of a breast reconstruction service providing free-flap surgery, establishment of a breast radiology alliance, and a review of the four breast units.

We are seeking a candidate who is experienced and passionate about clinical service transformation, possessing strong skills in project management and the application of project tools and methodologies. The post holder will be responsible for effective planning, stakeholder engagement and outline business case development for the three projects, ensuring alignment with the Provider Collaborative’s strategic objectives.

3. Principal Duties & Responsibilities

a) Project Management and Delivery

- Lead the project management, development, and delivery of the three projects within the Breast Network.
- Provide high-quality project management, including planning, administration, risk management, and reporting.
- Ensure timely, effective project reporting and proactive management of risks and issues with appropriate mitigation actions.
- Develop and implement detailed project plans with defined deliverables and milestones.
- Finalise development option details and conduct comprehensive options appraisals, including the completion of EQIAs for each project.
- Develop outline business cases for each project by March 2025.
- Monitor project progress. Support and motivate stakeholders to achieve agreed milestones.
- Co-ordinate and set agendas for relevant meetings, ensuring timely circulation of agendas, minutes and action logs.
- Maintain high-quality project documentation using Microsoft Office tools in line with the Transformation Delivery Office approach, including project plans and RAID logs.
- Support the development of policies or standard operating procedures for specified project areas.
- Foster excellent collaborative relationships with the four acute providers and other stakeholders beyond the Black Country Provider Collaborative.
- Facilitate effective links between workstreams and resolve any potential conflicts.
- Ensure adherence to all relevant Trust Policies and Procedures.

b) Finance

- Collaborate with the BCPC System Finance Lead and Trust finance departments to conduct financial analysis and provide costings for options development and business cases.
- Adhere to all Trust financial systems and standing financial instructions.

c) Communication

- Develop and maintain strong working relationships with the BCPC Transformation Delivery Team, Breast Network members, system-wide Operational Leads, CLG, and other key internal and external stakeholders to ensure their support for and involvement in the portfolio of projects.
- Produce and distribute communication materials such as newsletters and reports.
- Ensure effective and sensitive management of communications with internal and external stakeholders.

d) Information

- Ensure compliance with the Trust's information management policies and procedures.
- Ensure that all written and electronically stored information is accessible only to authorised personnel and is stored in accordance with the Data Protection Act.
- Maintain accurate and secure records of all project-related information.

e) Professional/Personal Development

- Maintain knowledge of developments and legislation relevant to the portfolio, ensuring that each project reflects current professional guidance and standards.

- Participate in regular supervision and annual appraisal, setting personal objectives with the line manager.
- Take responsibility for own professional development, identifying individual training and education needs.
- Undertake relevant mandatory training.

f) Other

- Exercise autonomy and initiative in managing projects.
- Prioritise workload effectively and manage conflicting priorities.
- Maintain confidentiality and handle sensitive information appropriately.
- Undertake additional duties as required by the BCPC Managing Director and Transformation and Improvement Manager.

There may be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

4. Management Structure



5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- BCPC Clinical Leads
- Breast Network members
- Black Country provider chief executives, directors, clinicians, and managers
- NHS England (Midlands Region)
- Getting It Right First Time (GIRFT)

- Black Country Integrated Care Board / System colleagues
- Patient and community representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

12. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

13. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

This job description may be periodically reviewed and amended in consultation with the post holder to reflect any developments.

Prepared by:	Kelly Hayward
Date:	27 th June 2024
Job evaluation completed:	
Job evaluation reference number:	

Person Specification

JOB TITLE:	Project Manager - Breast Network
JOB BAND:	Band 7 (<i>secondment until end-March 2025</i>)

QUALIFICATIONS & TRAINING	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Educated to degree level or demonstrable equivalent career path experience. 	Essential
<ul style="list-style-type: none"> PRINCE2 Foundation / Managing Successful Programmes Foundation / equivalent project management qualification. 	Desirable

KNOWLEDGE AND EXPERIENCE	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> Significant experience of project management. Knowledge of project management principles, techniques and tools. Experience in a Healthcare environment. In-depth working knowledge of the UK healthcare sector and its regulation. Experience of managing and reporting project progress, risks and issues through appropriate logs and highlight / exception reports. Experience of developing PIDs, EQIAs, and outline business cases. Experience of coordinating and chairing meetings. Experience of developing and leading stakeholder engagement workshops. 	Essential
<ul style="list-style-type: none"> Extensive knowledge of breast services and breast care pathways. Experience of working within complex networks of stakeholders from different organisations, professional backgrounds and varying priorities. 	Desirable

PLANNING & ORGANISATIONAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Proficient in detailed project planning, including identifying necessary activities, timelines, and resources. ▪ Proven ability to prioritise workload and make informed decisions with incomplete information. 	Essential

COMMUNICATION & RELATIONSHIP SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Exceptional relationship management skills. ▪ Proficient in preparing and producing concise communications for a diverse range of stakeholders. ▪ Skilled in providing and receiving complex, sensitive, and contentious information. ▪ Ability to adapt communication style based on the stakeholder. ▪ Committed to collaborative working and aligned with the vision, goals, and purpose of the BCPC. 	Essential

ANALYTICAL & JUDGEMENT SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Ability to analyse complex issues where material is conflicting and drawn from multiple sources. ▪ Numerate, with excellent analytical skills including ability to use Excel to analyse and present complex quantitative data. 	Essential

PERSONAL QUALITIES	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Capable of working independently, managing tight and frequently changing deadlines. ▪ Demonstrates tenacity with strong self-belief, drive, enthusiasm, and the stamina to achieve goals and follow through on commitments. ▪ Effective under pressure, adapting to rapidly changing circumstances. ▪ Self-confident and highly motivated. ▪ Punctual and flexible with working hours when necessary. 	Essential

PHYSICAL SKILLS	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Excellent keyboard skills with knowledge of Microsoft Office: Word, Outlook, Excel, PowerPoint. ▪ Ability to travel across sites within the Black Country. 	Essential

EQUALITY, DIVERSITY, INCLUSION AND TRUST VALUES	Weighting (Essential or Desirable)
<ul style="list-style-type: none"> ▪ Capable of delivering safe, caring, and effective services. ▪ Upholds values and behaviors that reflect the Trust's principles of Care, Respect, and Responsibility. ▪ Dedicated to fostering a diverse and inclusive workplace free from discrimination, where everyone feels a sense of belonging and their contributions are valued. 	Essential

Prepared by:	Kelly Hayward
Date prepared:	27 th June 2024
Job evaluation completed:	
Job evaluation reference number:	

Job Description

Job Title:	Personal Assistant – Corporate Services Transformation Programme
Job Band:	Band 5 (Annex 21 75% of band 5)
Responsible to:	Black Country Provider Collaborative Programme Co-ordinator and Corporate Services Transformation Lead
Location:	The Dudley Group NHS Foundation Trust
Department	Chief Executive's Office – Black Country Provider Collaborative

1. Background

Provider Collaboratives are partnerships that bring together two or more NHS Trusts to work together at scale to benefit their populations. These partnerships are being established across England as part of a national policy, entitled "[Working together at scale: Guidance on Provider Collaboratives](#)", that requires all Trusts providing acute and mental health services to be part of one or more Provider Collaboratives by April 2022.

The Black Country Provider Collaborative (BCPC) is made up of four main Trusts:

- The Dudley Group NHS Foundation Trust
- The Royal Wolverhampton NHS Trust
- Sandwell and West Birmingham NHS Trust
- Walsall Healthcare NHS Trust

Together, they work collaboratively to deliver effective, accessible, and sustainable care services across the Black Country, reaching a total population of around 1.3million people.

2. Job Summary

The Black Country Provider Collaborative has identified and established a key programme of work to transform Corporate Services across the BCPC partner Trusts and beyond. To support the delivery of this programme of work a number of key roles are being established, including this role of Personal Assistant – Corporate Services Transformation (CST).

The role will focus on supporting the BCPC Project Co-Ordinator across a diverse range of activities for the BCPC Managing Director, CST Senior Responsible Officer and CST Programme Lead and liaising with Functional Service Leads, Projects Managers, and senior Executives from across the Black Country system to support the delivery of the agreed CST workplan.

As a highly motivated and enthusiastic individual they will support the BCPC Project Co-Ordinator to provide senior Executive support to the CST Programme Lead and CST SRO, and when appropriate / necessary the BCPC Managing Director or Collaborative Executive System Leads.

They will be a self-sufficient professional, well organised with good administration and communication skills, able to perform the role of office manager and programme coordinator across the CST programmes of work, to manage and support the diverse range of system level work and the associated working groups of the CST programme.

This role will include diary management to support the CST Programme Lead and also provide an external interface on behalf of the CST Programme Working Group when managing appointments and receiving enquiries. The communication will often be very sensitive and involve external stakeholders such as the Integrated Care Board, other Trusts, local MPs, NHS England, and other key stakeholders. Invariably the interaction will be with very senior individuals in these organisations and therefore requires an element of political astuteness to manage this communication effectively.

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the maturing NHS environment, as well as the personal development needs of the post holder.

The role will be a development to full a band 5 within six to eight months, if they meet the objectives outlined within the job description. Please see the link below to Annex 21 which outlines this:

[Annex 21: Arrangements for pay and banding of trainees \(nhs.uk\)](https://nhs.uk/annex-21)

3. Principal Duties & Responsibilities

Management of Board Sub-Committees and Management Committees

To manage the arrangements for specific Committees in line with agreed protocols, including:

- i. Planning and organising meetings including consulting with the Committee Chair and appropriate Senior Responsible Officer prior to each Committee meeting, to draw up the agenda and agree timings.
- ii. Ensuring the reports/papers on the agenda are received within agreed deadlines, consulting with the System and external staff as required.
- iii. Communicating effectively with all Committee members, including circulating agenda and supporting papers in line with agreed protocols.
- iv. Taking responsibility for progressing action items from meetings, consulting with Executive Directors/ System service Leads, senior managers, and other staff as appropriate to ensure up to date position statements are available for following meetings.

Objectives to meet for the development of a band 5:

- i. Arranging the annual schedule of Committee meetings, in discussion with the Programme Lead, co-ordinating an annual plan of business scheduled for the Committee.
- ii. Taking formal minutes at Committee meetings and prepare draft minutes within five working days for approval by the Committee Chair.
- iii. Taking responsibility for ensuring governance requirements for the Committee are met in line with the Committee's terms of reference.

Administrative and support service to Programme Lead / Executive Directors

Work with Executive Assistants to organise and manage the Directors' office, using discretion when dealing with confidential and sensitive matters.

Provide a comprehensive, high level administrative and support service to the Directors.

Manage and prioritise workload effectively, including the following:

- i. Electronic mail and post
 - Respond to routine correspondence on behalf of the Directors.
 - Draft responses to complex correspondence for the Directors to review.

- Ensure urgent correspondence is brought to the Directors' attention or delegated to an appropriate member of staff without delay.
- ii. Manage the Programme Lead / Directors' diaries
 - Ensure that diaries are managed with effective use of time, and to meet organisational requirements, including rescheduling conflicting appointments and making appropriate travel arrangements.
 - Arrange meetings with large groups of people, coordinating with internal and external parties to negotiate dates and times, and ensuring details are communicated appropriately to relevant parties.
- iii. Meeting arrangements
 - Provide an administrative service for meetings including booking venues, preparing papers, and taking minutes or notes for accurate transcription.
 - Prepare PowerPoint presentations, and ensure equipment is set up ready to present.
- iv. Communication
 - Respond to complex queries or complaints from internal staff, patients, relatives, individual members of the public and external agencies tactfully and maintaining confidentiality. Deal with emotional and difficult situations in a calm and sensitive manner using negotiating and persuasive skills as required. Analyse the issue and negotiate an appropriate course of action with the individual(s). Ensure appropriate and accurate records are kept.
 - Answer telephone calls from members of the public, members of Parliament, representatives from the media and external organisations, providing general non-clinical information about the Trust or directing the caller more appropriately.
 - Greet visitors to the department in a professional and courteous manner. Offer hospitality as required.
- v. Record systems
 - Manage and maintain effective filing and bring forward systems.
- vi. Ordering
 - Responsible for maintaining stationery stocks and ordering supplies.
 - General office duties including photocopying and reception duties.

Objectives to meet for the development of a band 5:

- i. Meeting arrangements
 - Plan and make arrangements for large meetings and seminars, consulting with internal and external staff to book venues, arrange programmes and speakers. Negotiate costs, ensuring the event stays within set budget. Attend the event to ensure its smooth running.
 - Undertake progress reporting on action items from meetings, consulting with Executive Directors, senior managers, and other internal and external staff.
- ii. Document production.
 - There is a regular requirement to produce accurate and professional documentation, in line with corporate style, including letters, reports, presentations, audio transcription and minutes of meetings. This includes advanced use of IT packages including Word, Excel, Outlook, Power Point and Publisher
- iii. Record systems
 - Set up and maintain records for sickness and holiday absence of directorate staff.

Team member of Executive administrative support team

Work as a member of the team, using judgement and knowledge of Directors' priorities in management of workload and decision making.

- Manage and prioritise own workload seeking advice where necessary.
- Ensure agreed financial guidelines are adhered to when orders are placed.
- Participate in an annual appraisal and performance review process, and work to achieve agreed set objectives.
- Working with and supporting the Administration Apprentice.

Additional Responsibilities

- To undertake general office duties i.e., typing, data processing, filing, photocopying, and scanning as deemed appropriate in line with Trust Policies and Procedures.
- Extensive co-ordination of electronic diaries.
- Provide secretarial service to meetings including preparation and distribution of agendas and papers, taking minutes.
- To answer/deal with queries, both face-to-face and via telephone and pass them onto the relevant member of staff in an appropriate and timely manner.
- Manage own workload effectively, prioritising and delegating accordingly.
- Deal with incoming and outgoing post, including e-mail.
- Authorised signatory.

Objectives to meet for the development to a band 5:

Team member of Executive administrative support team

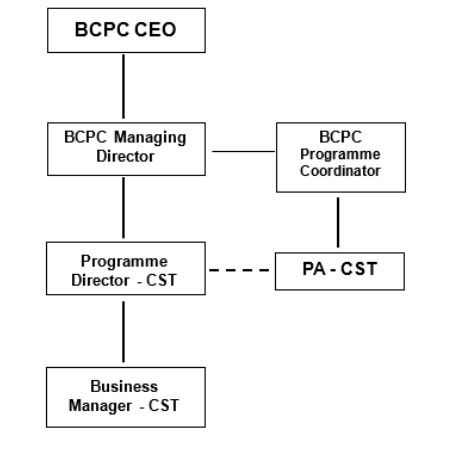
- Assist with the development and implementation of administrative procedures and protocols.
- Responsible for the day-to-day supervision of the less senior administrative staff across the PA function and overseeing of work.
- Establish and maintain effective office systems to initiate and maintain records and generate information as required.

Additional Responsibilities

- To undertake small-scale project work in support of Project Co-Ordinator or/ and Programme Director.
- To arrange events, confirm appointments and meetings as required, making appropriate arrangements (hospitality, booking venues, equipment, travel, accommodation etc).

4. Corporate Services Programme Team Structure

The CST structure is part of the overall BCPC governance arrangements and is illustrated overleaf.



5. Key Working Relationships

The post holder will be required to maintain constructive relationships with a broad range of senior internal and external stakeholders, including, for example:

- Black Country provider Chief Executives, Directors, and Corporate Service Managers
- NHS England & Improvement (Midlands Region)
- Black Country ICB
- External Provider Collaborative partners
- All Black Country NHS partners
- Trade Union representatives
- Other partner organisations

The post holder will be required to have regular contact with internal and external stakeholders, and may need to engage with them over sensitive, complex, contentious, and confidential issues.

6. Organisational Values

The post holder will:

- **Care:** You will listen, be respectful and treat others with compassion and kindness.
- **Respect:** You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.
- **Responsibility:** You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

7. Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

This role required a minimum of 3 days each week of onsite working is required.

8. Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

9. Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

10. Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

11. Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

12. No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

13. Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	Sohaib Khalid, Helen Attwood & Ellie – Jaye Hadlington
Date:	24 th May 2024 – updated 16/08/2024
Job evaluation completed:	11/07/2025
Job evaluation reference number:	24/169

PERSON SPECIFICATION

JOB TITLE:	PA to BCPC Project Co-Ordinator & Corporate Services Transformation Programme Lead
JOB BAND:	Band 5 (Annex 21 75% of band 5)

GUIDANCE FOR MANAGERS:

This document will not be used for the purpose of advertising the post but should be used as a tool to aid in the shortlisting of candidates. All role requirements detailed in this document, both essential and desirable that will be used to assess the suitability of a candidate must be added to the Role Requirements tab on the Trac System.

Qualifications & Education	Weighting (Essential or Desirable)
Educated to Degree level or equivalent relevant experience	Essential
GCSE (Grade 4 or higher) in Maths and English, or equivalent	Essential
OCR / RSA 3 or equivalent in Text / Word Processing	Essential
Shorthand / speedwriting	Desirable
Line management	Desirable

Knowledge and Training	Weighting (Essential or Desirable)
Extensive knowledge of Microsoft Office - Word/Excel/Outlook/Powerpoint/Publisher	Essential
Understanding of the Data Protection Act and Code of Confidentiality	Essential
Supervisory skills	Desirable
Audio typing skills	Essential

Experience	Weighting (Essential or Desirable)
Administrative / Secretarial experience at Senior Manager / Director level	Essential
Previous NHS experience	Essential
Supervision/management of staff	Desirable
Minute taking experience	Essential

Communication & Relationship Skills	Weighting (Essential or Desirable)
Excellent communication and interpersonal skills and experience in working with senior staff	Essential
Good telephone manner	Essential
Ability to communicate and present information clearly	Essential
Ability to work autonomously without direct supervision	Essential
Flexible approach to meet the needs of the service	Essential

Analytical & Judgement Skills	Weighting (Essential or Desirable)
Ability to prioritise work and manage conflicting deadlines	Essential
Ability to collate and analyse information	Essential
Ability to use information systems to develop reports and documents	Essential
Demonstrate ability to use initiative effectively	Essential

Planning & Organisational Skills	Weighting (Essential or Desirable)
Excellent organisational skills	Essential
Attention to detail and high level of accuracy	Essential

Physical Skills	Weighting (Essential or Desirable)
Typing and word processing documents, initiate responses to routine correspondence, producing reports, minutes etc. Use of spreadsheets	Essential
Willingness to undertake further training	Essential
Ability to meet the travel requirements of the role	Essential

Equality, Diversity, Inclusion and Trust Values	Weighting (Essential or Desirable)
Able to provide safe, caring, and effective services	Essential
Values and behaviours that reflect the Trust values of Care, Respect and Responsibility	Essential
Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong, and their contribution is valued	Essential

Prepared by:	Helen Attwood & Sohaib Khalid & Ellie Jaye Hadlington
Date prepared:	24 th May 2024
Job evaluation completed:	TBC
Job evaluation reference number:	TBC