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| **JOB TITLE:** | **PCN Operations Manager and Development Lead** |
| **LOCATION:** | **Chipping Norton & North Oxfordshire** |
| **SALARY:** | **£20/hr , DOE, fixed term to end March 2022** |
| **HOURS:** | **20 hours / week** |
| **REPORTS TO:** | **PCN Clinical Directors** |
| **ACCOUNTABLE TO:** | **PCN Clinical Directors/PCN Board** |

We are looking for a **Primary Care Network Operations Manager and Development Lead** to provide operational support and guidance to PCN Clinical Directors and enable ‘North Oxfordshire Rural Alliance’ (NORA) to meet their agreed aims and objectives.

The successful candidate will primarily be based at Chipping Norton Health Centre, or work from home, but would be required to spend time in each of the NORA practices when necessary.

**About the Job:**

Ambitious to see improvements in patient care and experience through better integration and support of local healthcare, the successful candidates will work closely with PCN Clinical Directors to plan and organise PCN activities to achieve their aims for their local population.

Although this is a developing role, your primary focus will be on supporting NORA PCN to successfully navigate the opportunities and challenges of the PCN DES and related ICP / ICS activity:

* Supporting the PCN to deliver the Network Contract DES, including monitoring performance, compliance, data returns and liaising with other PCN employees
* With direction from the Clinical Directors, plan and organise PCN activities and communications
* Creating agendas and action minutes for board meetings, and follow up as needed to ensure timely completion
* Work with our finance and clinical teams to support PCNs budget management and recruitment and management of ARRS staff as required
* Lead on recruitment of new PCN staff
* Maintain records of PCN projects, milestones and objectives and track progress – report on project/service KPIs
* Management of IT tools to enable team working and document storage eg MS Teams, NORA shared drive
* Data governance – liaising with our Data Protection Officer and other relevant bodies to develop data sharing agreements and other data governance documents relating to the PCN
* Developing and researching plans and managing projects across the PCN, and sometimes in collaboration with other PCNs or external organisations
* Working with, and supporting, the PCN Service/Clinical leads to ensure that the respective protocols and patient pathways are fully documented, and supported by synergised systems
* Enabling NORA PCN to benefit from local and national opportunities when they arise i.e. ad hoc funding opportunities
* Working with relevant data sets, including local population health data, to support PCN decision making and prioritisation
* Attendance at NORA Board and Practice Manager meetings
* Stakeholder engagement on behalf of the PCN
* Other activity as required by the PCN

The successful candidate may have worked within NHS healthcare delivery or commissioning environment previously, and will be experienced at securing early and consistent engagement.

**This job description outlines key duties and responsibilities of the post holder and is not a definitive document, nor does it form part of the main statement of terms and conditions. This role / job description will be reviewed periodically and changes may be made in consultation with the post-holder.**

**About NORA Primary Care Network**

We are a rural Primary Care Network (PCN) formed in 2019 to improve the sustainability of our practices, the health of our patients and communities and to enable closer working with other organisations who work with those communities.  Part of what we do is directed by NHS England through a specific contract called the PCN DES (Directed Enhanced Service) and the other part is driven by the specific needs of our practices and patients.

The constituent practices are Bloxham and Hook Norton Surgery, Chipping Norton Health Centre, Cropredy Surgery, Deddington Health Centre and Wychwood Surgery.

# Person Specification: PCN Development coordinator

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| **REQUIREMENTS** | **ESSENTIAL** | **DESIRABLE** | **HOW EVALUATED** |
| **Education / Qualifications** | | |  |
| High level of verbal, written and numerical literacy | **Y** |  | **Application** |
| Project management qualification or equivalent experience |  | **Y** | **Application** |
| **Experience** | | |  |
| Change management | **Y** |  | **Application & Interview** |
| Service improvement | **Y** |  | **Application & Interview** |
| Successful partnership working | **Y** |  | **Application & Interview** |
| Analysing and interpreting patient data sets |  | **Y** | **Application & Interview** |
| Understanding of primary care services & community health services |  | **Y** | **Interview** |
| Confident with IT | **Y** |  | **Application & Interview** |
| Managing health services |  | **Y** | **Application & Interview** |
| **Skills and knowledge** | | |  |
| Negotiation skills | **Y** |  | **Application & Interview** |
| Working alongside senior management teams / supporting Directors | **Y** |  | **Application & Interview** |
| Ability to use own initiative | **Y** |  | **Application & Interview** |
| Managing organisational change | **Y** |  | **Application & Interview** |
| Good business acumen and numeracy skills | **Y** |  | **Application & Interview** |
| Can collect and analyse data to understand service issues |  | **Y** | **Application & Interview** |
| Performance, quality & contract management experience |  | **Y** | **Application & Interview** |
| **Other** | | |  |
| UK Driving licence | **Y** |  | **Application** |
| Right to work in the UK | **Y** |  | **Application** |