

# Job Description

## Senior Policy and Delivery Manager, Acute Network

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Reports to: Assistant Director, Acute Network

Grade: B

Location: Agile working, with travel to London and Leeds Office

### About NHS Confederation

The NHS Confederation is the membership organisation that brings together, supports, and speaks for the whole healthcare system in England, Wales and Northern Ireland. The members we represent employ 1.5 million staff, care for more than 1 million patients a day and control £150 billion of public expenditure. We promote collaboration and partnership working as the key to improving population health, delivering high-quality care, and reducing health inequalities.

### About the Role

The core purpose of NHS Confederation is to support our members to better manage and plan for the health and well-being of their local populations. As the NHS heads towards a much greater emphasis on collaboration and partnership working, the NHS Confederation is developing its support offers to assist our members to develop partnership arrangements, approaches, and strategies to enable constructive and effective collaborative work at place level and within integrated care systems (ICS), with other Trusts and with colleagues in primary care. The Acute Network provides a space for leaders of these organisations to come together and have a voice, influence policy, share good practice and address shared priorities and challenges across health and care systems.

The Senior Policy and Delivery Manager will provide expert analysis and advice relating to the ways that Acute organisations work together and collaborate across healthcare systems. From Provider Collaboration, cross system working to alliances, partnerships and networking you will lead on the delivery of a critical programme of work to help ensure our members' needs are well represented in policy, legislation and in the media.

We have 2 core aims. To **strongly represent** the interests of our members. Secondly to ensure that we help our members **improve** together and learn from one another.

## Responsibilities

### Lead on engagement forums, round tables, meetings and discussions that cover the way that Acute organisations work together and collaborate across the system.

- Leading on work plans and improvement projects
- Designing, facilitating, and running member sessions, including roundtables, webinars and peer learning sets that help our members learn, improve and influence together.
- Codesigning (with members) an events programme, including meetings with senior leaders, and high-profile events and conferences.
- Project managing and creating high-quality and insightful products (including publications, rapid briefings, summary guides and thought leadership pieces) to highlight important policy issues facing members, to influence policy agendas and implementation, and to help spread learning.
- Delivering policy work across portfolio areas, including with a strong emphasis on improvement
- Providing services to members through policy analysis, thought leadership pieces, best practice reports, case studies, research projects – connecting members with the latest policy thinking
- Working with the commercial team to own and identify opportunities for commercial sponsorship.

### Lead on policy work and analysis

- Draw on acute member priorities, expertise, and knowledge in the development of policy thinking and quality improvement opportunities.
- Respond to member and stakeholder insight and develop policy influencing plans as well as improvement plans on key issues to help the forums to move forward with influencing work, including positioning on priority areas and topics which affect partnership arrangements, such as service restoration and recovery, waiting lists, capital estate, innovation, integrated system working, and risk and regulation.
- Develop insightful, evidence-based, member-informed policy positions, advice, recommendations and thought leadership to drive a range of influencing activities and improvement.
- Produce high-quality and influential policy products from the forums such as rapid response briefings, policy analysis pieces and articles, roundtables, and consultation responses, working with the wider Confed team.
- Prepare briefings to help inform health and care leaders of the key issues of the day.
- Provide expertise and a good understanding of acute collaboration within the team to regularly provide contributions to discussions and written materials.
- Influence policy design at a national level and implementation locally through improvement to help members meet expectations. This includes gathering examples of best practice and improvement projects.
- Focus on specific policy projects on a responsive basis, individually or working collaboratively with the wider policy team. These will be areas of work our members see as a priority.

- Ensure connectivity and provide policy and improvement content into the NHS Confederation's core policy work programme, and wider stakeholders to influence broader system level conversations or lobbying activity as part of the confederation's integrated member offer.
- Evaluate the quality and effectiveness of their policy and influencing work, against the organisation's strategic impact goals

## **Communication and media**

Responsible for actively seeking out opportunities to proactively promote the work of our members by:

- Working closely with the press and media, and the NHS Confederation's communications and public affairs teams, providing comment and background briefing on topical health stories and issues.
- Making a strong case for change and writing and speaking persuasively with a range of external audiences.
- Working with the communications lead to manage and provide content for our members- ensuring members receive relevant and timely updates from the NHS Confederation about its work and national developments of interest to members through blogs and member updates.
- Speaking at external meetings and events as necessary to support our policy and influencing work.
- Using content knowledge and engaging in social media to raise the profile of the forums and the work of its members with parliamentarians, researchers and key decision makers in collaboration with the wider Confederation's communications and public affairs teams to influence the national debate.

## **Build key relationships**

Develop, manage and maintain strong stakeholder relationships with external organisations, these may include:

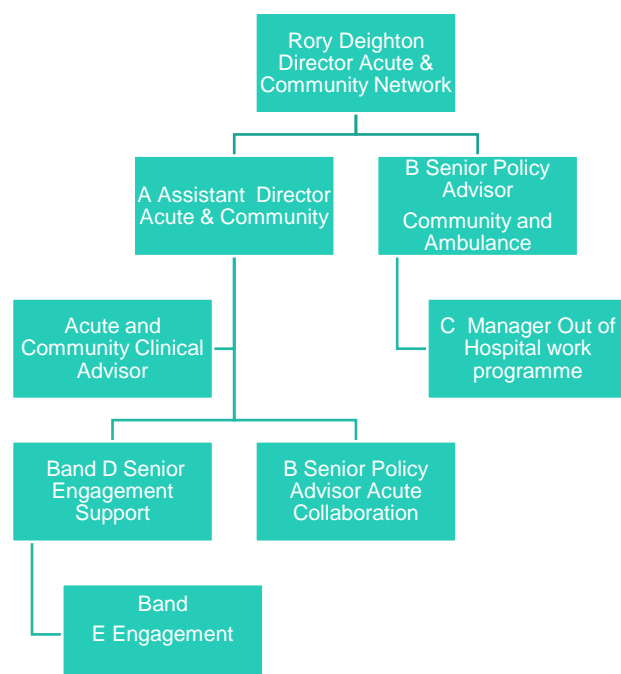
- Provider Collaboration (including member coalitions, such as advisory groups and operations networks)
- Relevant officials from the Department of Health and Social Care and arms-length Bodies such as NHS England
- Policy leads and colleagues at partner organisations and key stakeholders – including, but not limited to, Local Government Association (LGA), The Association of Directors of Adult Social Services (ADASS), National Association of Primary Care (NAPC), NHS Providers, Royal Colleges, The Shelford Group, the Care Quality Commission Healthwatch and National Voices
- External contractors and suppliers contributing to the forums' projects and activities.
- Policy leads at the health think tanks.
- Policy, communications and public affairs leads at the NHS Confederation
- Senior leaders/managers/clinical leads of Trusts, provider collaboratives

## **Leadership and team skills**

You will be an experienced manager able to support the Director and Assistant Director with the development of a high performing team through:

- Working flexibly and responsively to needs ensuring effective prioritisation and meeting short notice deadlines as required
- Optimising the allocation of time and resources to improvement and policy projects to make the best use of capacity and skills
- Supporting the development of an annual business and work plan and tracking project risks and performance
- Supporting Policy Leads and Assistant Director with the delivery of high quality and impactful policy work
- Demonstrating initiative and a proactive approach to the delivery of policy work that adds value, anticipates needs and leads to improvement
- Investing in own personal development through feedback and continuous learning
- Building effective working relationships with colleagues, contributing to effective team dynamics, and deputising for the Assistant Director

## Structure Chart



## Person Specification

### Essential criteria

1. Knowledge of NHS and wider health and care policy, priorities and service delivery challenges and the wider NHS, particularly in relation to the Acute/hospital sector.
2. Understanding of service management in an acute setting e.g. performance, capacity and demand, patient flow, pathways
3. Broad Knowledge of the UK political environment and the operation of government, preferably related to healthcare.
4. A good understanding of improvement methodologies and techniques.
5. Experience of working in an NHS Trust in an operational management role
6. Experience of pathway redesign.
7. Experience of delivering improvement strategies, projects and programmes in an acute trust
8. Stakeholder engagement – setting up engagement processes, leading events/ /webinars and developing stakeholder communications materials.
9. Experience leading and managing partnership relationships to deliver products/outputs.
10. Well-developed analytical and problem-solving skills, including the ability to grasp complex issues quickly and to interpret, provide insight and present them for a variety of audiences.
11. Demonstrable communication and networking skills, including the ability to engage external audiences and write accessible and compelling and influential policy narratives to make a strong case for change.

### Desirable criteria

1. Previous working relationships with national bodies – i.e. NHS England
2. Experience of supporting the structures of a member organisation
3. Previous work in policy areas, such as clinical leadership and partnership working between the NHS, Local Government and wider partners.