

Policy and Delivery Manager

Reports to: Senior Policy & Delivery Manager – Primary Care Network

Location: Leeds / London / hybrid with home working

Grade: C

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

This role is in the Primary Care Network team, which brings together primary care with the rest of the health and care system, supporting, representing, and empowering our members to maximise the impact they have on patient care and drive change. The team produces publications, briefings, guidance summaries and thought leadership pieces to highlight important policy issues facing members, to influence policy agendas and implementation, and to help spread learning. It does this through research, including discussion, surveys, and polls with members across the spectrum of primary care.

Building on the Network's portfolio of work, the team is creating a leadership development programme to connect, inspire, educate and engage current and future leaders in PCNs.

Responsibilities

The post holder plays a significant role in the Network team developing and delivering our policy work, creating a compelling offer to enable the Network to grow its membership. This involves gathering the views of members, facilitating the sharing of best practice through events and conferences, and translating national guidance into digestible summaries that encourage discussion and different ways of thinking. The Network is not just about at-scale general practice but celebrates and promotes the breadth of primary care. The role has a key function in continuing to build relationships with stakeholders and national partners

to facilitate the expansion of the Network to include community pharmacy, ophthalmology, audiology and dentistry.

Policy work and analysis

Undertake policy work and analysis that:

- Delivers policy implementation products from the Network such as its briefings, articles, roundtables and consultation responses, working closely with the Confed policy team
- Provides expertise and a good understanding of current primary care policy within the team in order to regularly provide contributions to discussions and written materials.
- Supports the Network to influence policy design at a national level and implementation locally to help members meet the expectations of them. This includes gathering examples of best practice.
- Focuses 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.
- Supports communications colleagues to feed into press statements which are developed by the Network to respond to enquiries from the media or proactively promote our work or that of the other networks.
- Manages stakeholder relationships with external organisations to develop joint policy projects and products where appropriate.
- Ensures connectivity and provides relevant content into the NHS Confederation's core policy work programme, and wider stakeholders to ensure the primary care voice connects to system level conversations or lobbying activity as part of the confederation's integrated member offer.

Delivering member services

Responsible for supporting the growth of the Network and the development and delivery of a wide range of services to members, including:

- Identify and recruit new members through engagement and promotion of policy priorities
- Visit members in their localities for the purpose of learning about different primary care models, ensure members feel valued, and understand member needs.
- Providing services to members through policy analysis, best practice reports case studies, research projects – connecting members with the latest policy thinking
- Preparing briefings to help inform health and care leaders of the key issues of the day
- Contributing to the Primary Care Network's events programme, including meetings with senior leaders, and high-profile events and conferences

Communications and media

Proactively seek out opportunities to promote the work of the Primary Care Network through:

- Working closely with the press and media, and the NHS Confederation's media team, providing comment and background briefing on topical health stories and issues
- 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.

Commercial

The Network maintains positive relationships with potential commercial partners and actively identifies commercial opportunities this role will actively support this aim as well as lead on the preparation of presentations to commercial partners to showcase the Network.

Key Relationships

Develop and/or maintain relationships with the following stakeholders on a day-to-day basis:

- Policy leads at national bodies – including NHS England/Improvement, Department of Health, Royal Colleges, professional bodies, Care Quality Commission and Local Government Association.
- Policy leads at the health think tanks
- Policy and public affairs leads at the NHS Confederation
- Leaders in providers of primary care services- both members and prospective members

Team skills

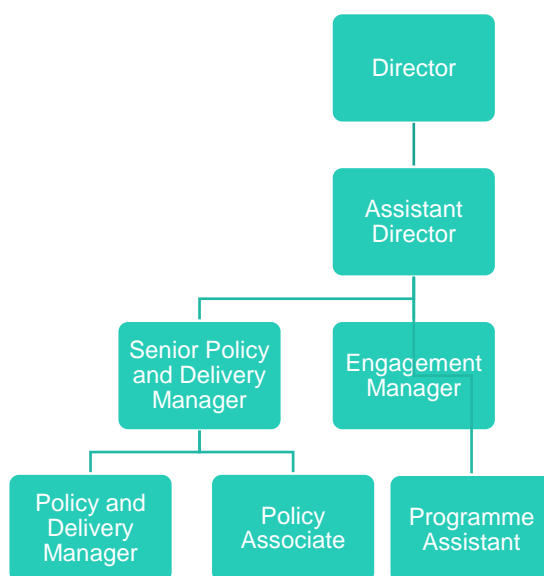
Support the development of a high performing team through:

- Utilising the tools in place to work efficiently and collaboratively such as project trackers, programme plans and communication apps – this role is expected to model excellence
- Working flexibly and responsively to needs ensuring effective prioritisation and meeting short notice deadlines as required
- Supporting the Director 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 and anticipates needs
- Investing in own personal development through feedback and continuous learning

Matrix working

- This role operates in a matrix working environment and requires the postholder to step out of their own silos and see the bigger picture in order to understand the potential impact of their own activities on other parts of the business.
- The postholder achieves a broad perspective by establishing and maintain wider connections and visibility across networks both internally and externally.

Structural Chart



Person Specification

Essential criteria

1. Demonstrable knowledge of NHS and wider health and care policy and an understanding of the integration agenda in an operational setting.
2. Demonstrable knowledge of primary care and its day-to-day operations
3. Proven track record of leveraging influential and senior stakeholders
4. Demonstrable project management skills, and experience of managing multi projects through to successful delivery.
5. Demonstrable policy analysis skills that cut through complexity, provide insight and craft solutions to complex policy problems
6. Ability to write accessible and compelling and influential policy narratives.
7. A skilled communicator with well-developed interpersonal and influencing skills in order to build good working relationships and communicate messages effectively at a senior level.
8. Experience of collaborating with internal and external stakeholders to deliver shared outcomes.
9. Flexible and able to reorganise and reprioritise work at short notice, using own judgement and initiative to meet deadlines.
10. Proven track record of adopting a matrix working style in order to achieve greater impact and outcomes.

Desirable criteria

1. Operational experience of working across the portfolio of services delivered by primary care such as dentistry, ophthalmology, pharmacy, physiotherapy etc
2. Experience of supporting the structures of a member organisation