

Job Description

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Job Title:	Chief Operating Officer
Salary:	Circa £75,000 dependant on experience
Pension:	Available
Company:	ELR GP Federation
Location:	East Leicestershire and Rutland
Accountable to:	ELR GP Federation Chair

About ELR GP Federation

ELR GP Federation is a new company limited by shares, established as a provider of services to around 322,000 East Leicestershire and Rutland patients. The Federation will become operational on 1st April 2016.

There are 32 General Practice Members who fall into three locality areas; Melton Mowbray, Rutland and Market Harborough; Oadby and Wigston; Blaby District, Lutterworth and surrounding areas.

A three year Business Plan has been produced and will act as the foundation for the Federation going forward.

Key priorities for the Federation include:

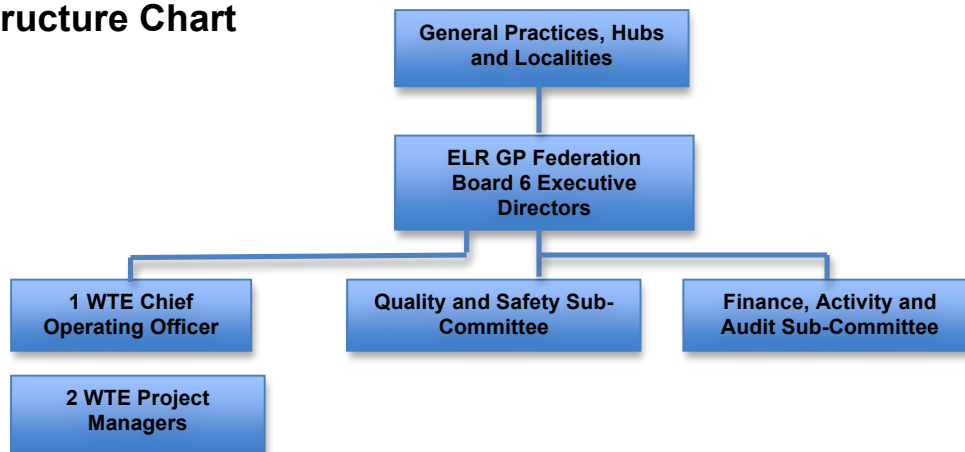
- Supporting more sustainable primary care
- More care locally for patients
- More integrated primary and community care
- Influencing improvements in health outcomes

In particular, the Federation will place significant emphasis on the impact on general practice as a result of growing health needs, patient expectations and rising general practice costs.

Job Purpose

To lead both the development of the company and the delivery of its operational business working closely with the directors, shareholders, commissioners and key stakeholders to ensure that the company delivers benefit to its shareholders and East Leicestershire and Rutland patients. As Chief Operating Officer you will share corporate responsibility for all company affairs.

Structure Chart



Core Duties and Responsibilities (Key Result Areas)

Strategy

- Establish a clear strategic direction and vision for ELR GP Federation in conjunction with its board and shareholding practices.
- Explore and foster Federation innovation in the provision of primary care services.
- Establish key strategic relationships to ensure integration with other providers and Leicester, Leicestershire and Rutlands Better Care Together programme.
- Prepare key strategic and operational documentation enabling the company to function effectively.
- Work with shareholders and partners to develop new and innovative ways to improve quality of general practice and other primary care and community services.
- Develop and lead implementation of a communications and stakeholder engagement strategy.
- Ensure that the company creates a local, regional and national profile as a leading entity in collaborative GP organisations.
- Collaborate with Board members and operational Team on the commercial structuring of ELR GP Federation, products and services.

Delivery

- Hands on development and Delivery of the Federation's three-year Business Plan and annual review.
- Generate additional revenue from new and existing commissioners.
- Responsibility for the company's financial and management systems and

processes and ensure that the company's performance is within the parameters agreed by the Board, reporting any potential deviations promptly.

- Establish and nurture relationships with both our external customers and internal customers, contributing to the successful implementation of the Federation's three year Business Plan.
- Create an environment of patient focused service delivery, continuous improvement and innovation in accordance with ELR GP Federation values.
- Represent the company in public at events or with the press.
- Promote and maintain workforce systems and practices that meet the requirements of external quality standards including CQC, Monitor and Federation internal Governance arrangements.
- Work with Company Team to ensure robust mechanisms for continuous operational and business improvement processes are in place.
- Have in place robust contractual arrangements with commissioners, and put in place systems to monitor progress and to produce the requisite financial and other information that may need to be provided as part of the Key Performance Indicators.
- Ensure that the company complies with statutory requirements and company law.
- Put in place a robust IT system to cater for the needs of the organisation, and explore the possibility of linking these with member Practices.

Governance

- Establish the company governance structure and reporting mechanisms. Submitting any proposed changes to the Articles of association and shareholders agreement to the shareholders as soon as practical after taking up post.

Human Resources

- Provide day-to-day leadership of the company, working closely with other Board members, shareholders and partners.
- Ensure the Federation's Business Plan and related objectives and targets are clearly communicated across the Company and these are translated into personal and team business objectives.
- Proactively manage poor performance, grievance and disciplinary issues in a sensitive and professional manner and in accordance with appropriate policies and frameworks.

This list is not exhaustive and the post-holder will be expected to re-evaluate tasks and requirements for themselves and the team to ensure that all targets and deadlines are met.

Key Working Relationships

- Shareholding Practices and General Practitioners
- Patients, carers and members of the public
- Clinical Commissioning Groups
- Local and National Acute and Community Trusts
- Directors of LLR Provider Company Ltd
- Other local GP Federations
- Leicester City Council, Leicestershire County Council, Rutland County Council
- Social Care
- Healthwatch
- LLR Better Care Together
- Private Sector Partners
- Voluntary and third sector providers
- NHS England, Monitor, Department of Health
- Media

Supplementary Duties & Responsibilities**Mobility**

Employees will be required to work at any of the other sites within the company subject to consultation.

Health and Safety

Employees have a legal responsibility not to endanger themselves, fellow employees and others by their individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Data Protection and Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient, client and staff records.

Smoking and Health

The company has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The company is committed to promoting equal opportunities to achieve equity of access, experience and outcomes and to recognising and valuing people's differences. This applies to all activities as a service provider and employer.

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Flexible Working

The organisation is committed to offering flexible, modern employment practices, which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered, however it is envisaged that in the first 12 months full time working will be required.

Reasonable Adjustments

The company is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Person Specification

Post Title: Chief Operating Officer Organisation: ELR GP Federation

Criteria	Essential	Desirable	Stage Measured at: A – Application I – Interview T – Test P – Presentation
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Education / Training / Qualifications	<ul style="list-style-type: none"> Educated to Masters level or relevant equivalent experience 		A
Experience	<ul style="list-style-type: none"> Evidence of delivering successful large scale change programmes, with clear business improvements Senior Manager level or relevant equivalent experience. Experience of successfully driving change and transformational programmes. Record of successfully engineering and crafting innovative solutions that offer patients greater choice and an improved service 		A/I A A/I A/I
Skills / Abilities	<ul style="list-style-type: none"> Excellent leadership skills Understanding of the dynamics within a business arena and balance against political environment. Ability to make difficult and challenging decisions that support strategic aims and long term vision. 		A/I I A/I
Knowledge	<ul style="list-style-type: none"> Understanding of organisational culture on performance and productivity. 		I
Interpersonal Skills	<ul style="list-style-type: none"> Demonstrable ability to create constructive teams within ELR GP Federation. Exceptional communicator, able to create impact and demonstrate proactive stakeholder relationship awareness Leading a large workforce successfully. Demonstrates both professional and personal credibility and is recognised and respected as a leader in their field. 	<ul style="list-style-type: none"> Support creativity and innovation within staff groups at all levels. 	A/I A/I A/I
Special	<ul style="list-style-type: none"> Awareness of equality 		I

Aptitudes	and valuing diversity principles <ul style="list-style-type: none"> • Understanding of Confidentiality and Data Protection Act 		I
Mobility	<ul style="list-style-type: none"> • Car driver / owner or reasonable alternative – PLEASE DELETE IF NOT TRAVELLING REGULARLY IN THE POST 		A

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