Post Title: Head of Performance Assurance

Location: NHS Oldham CCG Headquarters (Ellen House)

Salary/Grade: Band 8c

Hours of Work: 37.5 hours per week (part time hours negotiable)

Type of Contract: Permanent

Responsible to: Deputy Director of Performance and Delivery

Accountable to: Director of Performance and Delivery

Job Purpose

Oldham CCG is embarking upon an exciting programme of change as it develops into an Accountable Care Organisation (ACMO). The CCG also remains committed to an ambitious programme of clinical change to enable further improvements in the care we commission for the people of Oldham. These changes must be managed against a background of sustained performance against our key checkpoints, inspections and assurance requirements. The Head of Performance Assurance will be key in ensuring that the CCG is able to provide assurance to Management Executive Team and Governing Body that robust processes are in place to support ACMO development, service change and business as usual activities.

The post is a new and senior role within the CCG and is critical to its future success. The post holder will therefore provide leadership of the assurance function, support key staff with this agenda and inspire the confidence of key CCG stakeholders in our future delivery plans. The post holder will also have line management responsibility for the Commissioning Business Partners.

The Head of Performance Assurance will need to be highly motivated, personally resilient and use high level horizon scanning skills to identify future opportunities and risks to the CCG. The post holder must also be able to thrive when working in an evolving organisation using their experience and skills to help provide robust and sustainable plans to underpin this.

The role will encompass providing constructive challenge to providers and internal stakeholders where key assurance requirements cannot be evidenced and the post holder must have excellent conflict resolution and negotiation skills to enable this. The Associate Director will also use their excellent communication skills to ensure that such challenge supports effective working relationships and seeks to build a sustainable infrastructure, improve quality and an ongoing commitment to CCG goals.
There will therefore be a requirement for the post holder to work closely with the CCG’s Business Partners and Clinical Directors and to use their skills, experience and knowledge to ensure that all the key information and evidence we need to move forwards is readily available when it is needed.

This is a new and evolving post in a changing and evolving organisation and there will be an according requirement to be flexible in the hours worked and the tasks undertaken.

The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The post-holder will carry out any other duties commensurate with the banding of the post and as may reasonably be required by the CCG.

The job description and person specification may therefore be reviewed in conjunction with the post holder on an on-going basis in accordance with the changing needs of the CCG.

**Key Working Relationships:**

- Governing Body
- Management Executive Team
- CCG functional leads
- CCG Member Practices
- Clinical Directors and Cluster Leads
- NHS England GM Local Office Members

**Strategy, Policy, Service Development and Implementation**

The post holder will

1. Provide strategic level leadership for all assurance, performance regulation and scrutiny activities required by the CCG to meet all its statutory and strategic obligations and plans.

2. Lead teams of CCG staff through a matrix working structure to develop associated action plans where a risk or sub optimal performance is identified, working with CCG functional leads to ensure all parties are aware of key actions and evidence requirements.

3. Ensure the CCG has appropriate programmes of change are in place to deliver agreed improvements against clinical outcomes providing corporate level assurance to Governing Body and Management Executive Tem that these programmes will deliver on the changes and outcomes required.

4. Develop strategies and associated policies that enable to CCG to meet all clinical programmes and submissions to key organisations (NHS England, Department of Health etc.)
5. Hold CCG functional leads and senior managers from internal and external organisations to account for agreed plans and improvements reporting any breaches directly to the CCG’s Management Executive Team.

6. Use high-level knowledge of local, regional and national data sources and trends to enable the CCG to exploit all opportunities to reduce variation and improve efficiency and through effective leadership of the CCG’s system and market management strategy.

7. Use high-level horizon scanning skills to provide the CCG with an ongoing strategic intelligence regarding strategic changes within the NHS and the wider business environment. Identify and brief the senior organizational team regarding potential opportunities and risks to CCG ambitions.

8. Provide high level strategic support to integration of the health and social care agenda providing support and advice regarding development and attainment of ACMO development plans

**Responsibility for Physical and Financial Resources**

9. Establish and manage identified budgets associated with assurance requirements for key CCG projects.

10. Provide advice to the CCG regarding costs associated with high level assurance and advise Management Executive Team regarding additional costs and resource implications of plans and trajectories

**Communication**

11. Present at key CCG meetings and events using excellent presentation skills regarding assurance progress, risks and future plans. This will include presentations to CCG’s Governing Body and Boards in other external organisations where the messages may be contentious and commercially sensitive.

12. Demonstrate excellent influencing and negotiating skills when leading and reviewing assurance plans with Directors and senior managers from within the CCG and key provider organisations.

13. Work to strict and competing deadlines to satisfy reporting and contractual requirements maintaining composure when working under significant pressure

14. Maintain confidentiality of issues at all times, demonstrating diplomacy in dealing with issues of a highly sensitive and / or contentious nature and being mindful of corporate and commercial sensitivities.

15. Apply and demonstrate Nolan principles of standards of public life in all CCG activities.
Partnership Working

16. Manage relationships with key stakeholders including CCG Chief Officers, Governing Body members and employees, primary care clinicians and their support staff, cluster chairs, clinical directors and Directors / Senior Managers from health and social care provider agencies ensuring a tactful, diplomatic and courteous approach whilst demonstrating concern for patient care and quality of commissioned services.

17. Actively hold providers to account where constitutional / agreed targets are being breeched providing constructive challenge of evidence presented to ensure this provides the CCG with high levels of assurance.

18. Enable and support the contracting team to also hold providers to account through the provision and mapping of key assurance documents and evidence and strong leadership of agreed assurance action plans.

Planning and Organising

19. Develop and implement mechanisms to ensure the CCG has robust scorecards and reporting measures in place for early identification of potential organisational risks. Seeking agreement from Governing Body and Management Executive Team for planned actions and measurement tools.

20. Identify key corporate risks and mitigation strategies ensuring that MET and Governing Body are informed of strategic risks with regard to quality, performance, activity and economics.

21. Lead the development and implementation of appropriate action plans to manage identified risks through matrix working with other parts of the CCG infrastructure.

22. Provide strategic leadership to ensure that the CCG is appropriately prepared for quarterly checkpoint meetings with NHS England working with designated functional CCG leads to build portfolios of evidence that provide assurance for these meetings.

23. Provide assurance to the CCG that agreed clinical programme plans are being delivered in line with trajectories, advising where there are risks to the delivery of key actions and developing recommendations for mitigation of identified risks.

24. Apply programme /project management skills to ensure the delivery of key action plans and preparation for inspections and checkpoint meetings.

Information Data Analysis, Management and Reporting – Information Analysis
25. Generate, interpret and utilise key business intelligence to enable organisational assurance and development.

26. Use strategic level knowledge and skills to ascertain how to report statistical and qualitative themes emerging from business intelligence at Governing Body and within CCG assurance returns.

27. Direct the Business Intelligence to enable preparation of statistical reports in the required format and for the required organizational level.

28. Utilise IT data systems and software to ensure that key evidence requirements are stored and are accessible that support CCG assurance requirements.

Research Development and Audit

29. Develop, plan and manage audit activities required to satisfy the CCG that sufficient assurance is in place to meet all agreed standards and inspection processes.

30. Develop and lead the implementation of a robust programme of audit to provide internal and external assurance that the CCG is meeting its statutory and contractual responsibilities.

31. Provide assurance to the CCG Governing Body that the agreed programme of audit is taking place as per schedule, undertaking quarterly reports to Governing Body regarding progress, risks, mitigations and key findings.

Leadership, Management and Human Resource Management

32. Lead designated and changing teams (using matrix working and management) to ensure that all evidence necessary for assurance is assembled, analyzed and presented in accordance with specified requirements and timelines.

33. Line manage designated staff within the commissioning business partner function undertaking all aspects of direct line management for the identified business partners. This will include appraisal and personal development planning.

34. Act as a senior manager within the CCGs matrix management structure ensuring that high level strategic leadership is provided to all allocated projects and team in line with project briefs and plans.

35. Provide training and awareness sessions to CCG staff and key provider regarding CCG assurance requirements and progress.

36. Participate within the CCGs manager first on call rota.

37. Deputise for the Director of Performance and Delivery as required within senior level CCG and external meetings, reporting back on key issues to the Director and other key CCG staff.
38. Undertake other appropriate delegated duties as required.

**Freedom To Act**

33. This position is a senior role within the CCG and the post holder will be guided by broad CCG policies, but in most situations the post will need to establish the way in which these should be interpreted and managed

**Corporate Responsibilities**

As a senior representative of the CCG you will be expected to:

- Promote and lead the CCG’s vision, triple aim and values in all day to day activities and delivery of services

- Take corporate accountability for the delivery of shared corporate responsibilities e.g. relevant contribution to Corporate Objectives, Risk Register and Assurance Framework.

- Ensure that the CCG develops a culture that promotes equality and values diversity and that the service you provide meets the needs of all service users. This may involve the development and monitoring of policies and procedures to ensure the services you provide are inclusive to all.

- Participate in an agreed on-call rota

- In accordance with the Health and Safety at Work Act 1974 and subsequent legislation undertake a proactive role in the management of risks in all actions. This includes:
  - Undertaking risk assessments in line with the CCG risk assessment process;
  - Reporting all incidents, near misses and hazards in line with the CCG’s reporting arrangements/system
  - Undertaking a statutory duty of care for your own personal safety and that of others
  - Attending all statutory and mandatory health and safety training, appropriate to the role

- Participate in the objective setting process as part of the annual Performance Development Review/appraisal process, understand how own role and objectives are linked to team, directorate and corporate objectives, review what aspects of role are being done well, and identify any areas for development.

- Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.
• Adhere to all CCG policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies.

• Maintain the security and confidentiality of information you come across in your role in the CCG in line with CCG policies and protocols.

• Have a responsibility to protect and safeguard vulnerable people (children and adults). Be aware of child and adult protection procedures and who to contact within the CCG for further advice. Attend safeguarding awareness training and to undertake additional training appropriate to their role.

• Comply with specific occupational and professional codes of conduct.

• Maintain professional registration if this is a requirement of the post.

• Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.

• Carry out all duties and responsibilities of the post in accordance with the CCG’s Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with CCG policies and procedures.

• Undertake Equality Analysis and any related training, as required in accordance with the duties of the post and the relevant CCG policies and procedures.

• The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the CCG.

The CCG operates a smoke free policy in all of its locations, giving its staff the facility of working in a smoke free organisation.

Declaration

I believe this document to be a true reflection of the post’s roles and responsibilities.
**Person Specification**

**Head of Performance Assurance**

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<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
<th>Method of Assessment</th>
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<tr>
<td>Professional Registration</td>
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<tr>
<td>Qualifications</td>
<td>Educated to masters or equivalent level in business, quality assurance, project management or finance or demonstrates equivalent proven experience within contracting, quality assurance and and/or business intelligence</td>
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<td>Project management qualification (e.g. Prince 2)</td>
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<td>Skills Knowledge and Experience</td>
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<td>Demonstrable experience in provision of complex assurance plans and associated evidence portfolios</td>
<td>✓</td>
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<td>Able to produce and lead high level risk analysis and risk management plans</td>
<td>✓</td>
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<td>Demonstrable experience in dealing with the health care and/or senior NHS professionals at Director level and dealing with sensitive and confidential information.</td>
<td>✓</td>
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<td>Knowledge and skills re utilization IT systems and software programmes such as Outlook, Word, Excel and Powerpoint</td>
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<td>High level knowledge of Confidentiality, Information Governance and Data Protection Act.</td>
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<td>Knowledge of NHS reform agenda and primary care development</td>
<td>✓</td>
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<td>Analysis of data /evidence and development of associated action plans and ability to explain same to others</td>
<td>✓</td>
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<td>Experience of and exposure to commissioning at a senior level (senior manager) within a NHS environment.</td>
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<td>Experience of introducing and managing new innovations and programmes of change</td>
<td>✓</td>
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<td>Demonstrable skills in programme /project management</td>
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<td>Experience of budget management</td>
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<td>Excellent communicator with high level writing, verbal and presentation skills: capable of delivering complex information/messages to senior staff and service users.</td>
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<td>Able to deliver contentious and sensitive information using appropriate mechanisms and forum and to manage resulting conflict</td>
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<td>Ability to work under pressure in a busy working environment and to multi-task/manage multiple priorities/tasks within strategic portfolio of</td>
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<td>Able to effectively lead, manage and work within different and changing matrix teams</td>
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<td>Able to influence, convince and inspire key stakeholders regarding CCG vision, key objectives and priorities</td>
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<td>Enhanced presentation skills</td>
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<td>Effective meeting management – able to chair complex meetings whilst holding participants to account to enable progress.</td>
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<td>Equality and Diversity</td>
<td>Understanding of and commitment to the principles, practices and promotion of equality and diversity.</td>
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<td>Other</td>
<td>Physical Skills – standard keyboard skills</td>
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<td>Physical Effort light to moderate occasional physical effort</td>
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<td>Mental Effort – Frequent requirement to concentrate on evidence submissions for long periods of time, work will be largely planned/predictable - there may be some unpredictable work patterns, interruptions.</td>
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<td>Emotional Effort – Regular (at least once per month) requirement to present and manage unwelcome and potentially contentious news regarding lack of contractor compliance and inability to meet performance contracts.</td>
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<td>Working Conditions – frequent requirement to drive to meetings within GM area. Largely works in office conditions with regular requirement to use VDU/laptop.</td>
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<td>AC = Assessment Centre</td>
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*Method of Assessment: A*