

Job Description and Person Specification

Job Title	Regional Director of Operations
Directorate	Regions
Department/Team	Operations
Location	Base should be a location within the Regional geography, a substantial amount of time to be spent in the Region as well as travel to London and Leeds as required
Grade	ESM2
Reports to	Regional Director
Contractual notes	

Job Summary/ Purpose

NHS England have transformed the way they work to more effectively and efficiently support local health systems and the patients and public they serve.

Our new operating model is focused on providing a single system view, single messaging and shared leadership to support and enable integrated care. The seven integrated regions work with local systems to support and improve how care is provided to patients and communities. These regions are supported by the corporate centre providing expertise and developing policy. The focus will be on guiding and managing the delivery of services through local integrated health systems, sustainability and transformation partnerships, and devolution areas.

This post will lead the COO team in London. The purpose of the team is to lead on operational plans and delivery, to monitor performance against annual operating plans and constitutional standards; to support ICBs, providers and systems to optimise their overall performance, to reduce unwarranted clinical variation and to ensure the most effective and efficient use of resources across the health service. For the most challenged providers and health systems the COO team will work closely with other national and regional functions to mobilise intensive support to bring about sustained improvements in the quality, cost and efficiency of care.

The COO will be part of the senior management team for the region and will support the Regional Director in re-defining the oversight relationship with providers and systems by moving this relationship to one of genuine partnership working pro-actively to support autonomy as systems mature and grow in strength.

The COO will lead the COO directorate team, supporting the development of credible plans, monitoring performance and variation, driving continuous improvements in quality of care and health outcomes and improvements in performance against NHS Constitution standards; as well as managing intensive support interventions in the most distressed providers or systems.

The post holder will also be expected to pro-actively shape and determine national priorities and the national support offer for local systems working closely with the corporate directorates and their teams.

The post holder will deputise for the Regional Director as required

Key Accountabilities

The COO will lead the team in order to deliver:

Performance and Planning

- Annual planning process
- Operational plans to address under-achievement.
- Performance Reporting
- Data & Analytics
- Primary care, HCIC and PH commissioning
- Winter resilience
- Manage RDU and PMO
- Elective programme

System Improvement

- Continuous Improvement and Improvement Science
- Shaping and delivering integrated improvement support
- Supporting commercial improvement
- Managing the regional interface of service improvement programmes

Account management for ICBS and Intensive Support

- Act as account manager for the 5 London ICBS
- Intensive support for the most challenged systems and providers

equivalent) situations

Manage the COO Team

- Support the Regional Director in ensuring that the national frameworks for performance, intervention and oversight are applied consistently and effectively throughout the region in a way that positively supports ICBS, providers and systems to deliver the best possible performance and sets a new relationship of collaboration and constructive challenge between those delivering care and the regional teams.
- Manage the Director of Performance, the Director of Information , Director of Primary Care and Public Health commissioning, Deputy Director – HCIC , and the Head of the RPMO
- Manage the relationship with corporate directorates.
- Partnership working with the other regional functions
- Support the Locality Directors working in Strategy and Transformation to ensure that our interventions are aligned and coordinated
- Build close working relationships with the regional commissioning function to ensure an aligned approach to performance, oversight and intervention
- Build close working relationships with the regional Finance function to ensure that approaches to financial and non-financial performance are aligned

General

- Develop strong and effective relationships with senior colleagues across all NHSE functions. Ensure that interdependencies between functions and work programmes are appropriately managed, that opportunities to improve efficiency and outcomes are proactively sought and that a single system view is developed and communicated to stakeholders.
- Ensure that relevant legislative and regulatory requirements of NHS Improvement and NHS England are fulfilled, and that effective and appropriate governance is in place, including the identification of organisational risk and implementation of appropriate mitigating action.
- Contribute to the development and delivery of NHSE joint corporate business plan and the strategic work programme of the NHS Executive Group, ensuring that priorities for the development and implementation of Provider Strategy are reflected in these plans, and that progress against agreed objectives is effectively tracked and reported
- Act as an ambassador for NHSE, representing the objectives and views of the organisations to stakeholders and ensuring the reputation of the organisation is enhanced through these activities
- The post-holder will be part of the regional on-call rota
- Deputise for the Regional Director as required

Role Dimensions
Key Relationships (External) <ul style="list-style-type: none"> • System Leaders (ICs) and key system partners, such as provider Chief Executives, ICB Accountable Officers and Councillors • The Department of Health and Social Care • Other national bodies, such as the Care Quality Commission • The Local Government Association, NHS Providers, NHS Confederation and other membership organisations
Key Relationships (Internal) <ul style="list-style-type: none"> • Regional Directors • Locality Directors • Other regionally based directors including: Directors of Strategy and Transformation, Chief Nurse, Director of Finance, Director of Workforce and OD, Medical Director, Director of Commissioning • Director of Emergency and Elective Care • Deputy CEO • National Directors of Medical, Nursing and People • Director of National Service Transformation Programmes • National Improvement Director • Related groups including Primary Care Strategy and NHS Contracts, Commissioning Policy and Strategic Finance
Numbers and types of staff managed <ul style="list-style-type: none"> • Responsible for a sizeable team across a wide range of grades and skills • Direct line management responsibilities • Role may include matrix working with national colleagues
Budget Managed TBC

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Educated to masters level or equivalent level or equivalent experience of working at a senior level in specialist area 	<ul style="list-style-type: none"> • Formal management qualification.
Experience & Knowledge	<ul style="list-style-type: none"> • Proven Board-level experience of leading on Performance Management and delivering complex change programmes in a politically sensitive and 	<ul style="list-style-type: none"> • Senior leadership of delivery of health and care transformation, as described in the NHS Five Year

	<p>complex environment</p> <ul style="list-style-type: none"> • Significant experience as a member of the senior leadership team for a major national or regional programme of work. • Demonstrated leadership experience in a healthcare environment. • Detailed knowledge of the health and care landscape. • Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments. • Experience of successfully operating in and delivering priorities in a partnership environment. • Experience of working with CEOs, system leaders and other senior figures. • Significant management experience at senior level in the NHS or other healthcare-related industry. • Significant experience and understanding of project management methodologies. • Experience of managing and prioritising a large budget effectively. • Significant evidence of continued professional development • Experience of leading transformation programmes • Experience of leading reconfiguration programmes and/or the assurance of reconfiguration programmes • Experience of commissioning and/or provider regulation 	<p>Forward View.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Experience of other sectors and / or international healthcare experience. <input type="checkbox"/> Quality improvement expertise to support redesign of care models and pathways. <input type="checkbox"/> Finance/risk sharing expertise. <input type="checkbox"/> Other specialist experience e.g. mergers and acquisitions or assurance of organisational change. <input type="checkbox"/> Experience in commissioning and managing external support effectively <input type="checkbox"/> Commissioning experience <input type="checkbox"/> Regulatory experience <input type="checkbox"/> Reconfiguration experience
Skills, Abilities & Attributes	<ul style="list-style-type: none"> • Credibility to engage and influence senior stakeholders in ALBs and local organisations, including 	<ul style="list-style-type: none"> • Strong data analytical skills. • Expertise in population health

	<p>councils and MPs, and ability to build relationships with senior leaders.</p> <ul style="list-style-type: none"> • Organisational or leadership development and change management skills (including culture and behaviour change). • An experienced practical problem solver, able to dissect both strategic and operational challenges and extract lessons for other areas. • Critical thinking skills – including evidence of having used structured problem solving. • Highly advanced relationship skills, with a track-record of working at board level, and polished communication skills. • Able to make compelling evidence-based arguments to persuade key stakeholders of the need to test new approaches to health and care delivery. • Strong external communications skills in a politically sensitive environment and ability to handle the media. • Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments. • A proactive networker and horizon scanner who can identify new ways of working and innovation, making sure systems are future proofing their ways of working. • Strong leadership skills, with an ability to build highly effective teams. 	<p>management.</p> <ul style="list-style-type: none"> • Ability to effectively engage with a wide range of clinicians.
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	<ul style="list-style-type: none"> • Proven ability to design and deliver complex programmes of work in a high pressure and changing environment. • Able to deal with challenging situations in a formal setting. • Enthusiastic and optimistic about changing the NHS, whilst acknowledging its day-to-day pressures: the post holder will be innovative about how to combine what needs to be done to manage today with what needs to be done to shape the NHS of the future and support system leaders to balance these tasks. 	
Other		