

## Job Description

<b>Job Title: Benefits Realisation Manager</b>	<b>Grade: Band 7</b>	<b>Post No:</b>
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<b>Accountable to: Finance Manager – Trust Cost Improvement and Benchmarking</b>
<b>Responsible for:</b>
<b>Key Relationships with:-</b> <b>Internal:</b> - Executives, Divisional Management Teams, Clinical Leads, Programme and Project Management Leads, Senior Responsible Officers, Benefit Owners <b>External:</b> ICS and Alliance Leads and Transformation Programme Leads

<p><b>Purpose of Role:</b></p> <p>The Benefits Realisation Manager will lead on assisting the Trust in enabling the delivery and tracking of financial and non-financial benefits associated with key programmes. The post holder will work closely with all key stakeholders across the Trust and the wider Integrated Care System as appropriate to support identification, management, tracking and delivery of relevant benefits.</p> <p>The post holder will be responsible for the development of a robust Benefits Framework and all aspects of benefits realisation planning, and reporting including:</p> <ul style="list-style-type: none"> <li>• Working with stakeholders to identify potential benefits related to key programmes.</li> <li>• Assisting in securing support and buy-in to those benefits.</li> <li>• Challenging teams to maximise identification and realisation of benefits.</li> <li>• Enablement of delivery and organisational adoption of relevant systems to ensure realisation.</li> <li>• The tracking and reporting on progress relating to benefits realisation.</li> </ul> <p>This means specific accountability to:</p> <ul style="list-style-type: none"> <li>• Ensure the identification of benefit owners and where appropriate oversee delivery of the key benefits, supporting Clinical, Operational and Corporate teams as necessary to ensure these benefits are realised but also embedded and sustained.</li> <li>• Work with teams, including corporate teams such as the Business Informatics, Innovation, Digital, Finance, Transformation and QI, to develop robust benefits measurement systems and processes to monitor overall progress of key benefits, identifying and supporting performance improvement or adjustment to plans where required and reporting progress to relevant forums across the organisation and wider ICS.</li> <li>• Utilise relevant programme/project management methods and tools to provide assurance on progress and/or to escalate concerns, ensuring this is collated and presented through relevant forums as necessary.</li> </ul> <p>In addition, this role will work closely with the existing cost improvement and benchmarking team to provide additional support in relation to ideas generation, planning, reporting and benchmarking of the overall cost improvement and efficiency programme.</p>
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## **Key Responsibilities:**

### **Leadership**

- Provide visible leadership and promote continual improvement in quality, performance and delivery of Trust objectives.
- Provide and present a range of highly complex, highly sensitive, conflicting or highly contentious information to key stakeholders (e.g. highly sensitive information about outcomes, performance and change, pertaining to the Trust and wider system partners across the wider ICS, covering factors such as service delivery/performance, quality (care outcomes and standards), cost and people (staff and patient experience) to large groups of staff or senior stakeholders in order overcome any significant barriers to acceptance.
- Utilise highly developed communication skills to be able to facilitate a good outcome where stakeholders may find it difficult to receive certain contentious information and be antagonistic.
- Engage clinicians and managers in the process of identifying, managing, realising and monitoring benefits from Improvement and Service Development Programmes.
- Utilise high levels of interpersonal and communications skills, including negotiation and diplomacy, to effectively overcome any resistance to change, creating opportunities to find acceptance and generation of a positive outcome. This will include challenging teams on their assumptions on potential and actual benefits to be realised in order to maximise the outcomes of Improvement and Service Development Programmes.
- Utilise highly effective interpersonal and communications skills to network internally and externally across a number of NHS and non-NHS organisations regarding benefits and change.
- Develop positive relationships with the Executive Team, Clinical and Corporate Divisions (including clinical and managerial teams) and be able to negotiate with and motivate on project delivery.
- Establish professional networks internal and external to the Trust with a view to understanding opportunities to maximise benefits realisation opportunities.

### **Service Delivery and Improvement**

- Work with the Education & Training and Finance Teams to develop and lead specialist teaching and training sessions for staff (clinical and non-clinical) and key stakeholders on all aspects of Benefits identification and realisation.
- Support the skills development of the leadership team in all aspects of benefits identification and realisation.

### **Financial and Performance Management**

- Analyse, interpret and compare a range of highly complex sources of data or information (covering areas related to delivery/performance, quality, cost and people). This will include multiple internal and external sources of performance and outcome data about the service/organisation and wider system partners which may require a high degree of analysis and interpretation and comparison to benchmarks regionally and nationally. These may be conflicting with no obvious solutions and as such require high levels of judgement in order to facilitate an understanding for those involved and from which a robust benefits plan can be derived.
- Responsible for recording into and maintaining appropriate information systems relevant to the Benefits Framework and key delivery programmes, utilise this to ensure appropriate reporting against all relevant priorities.
- Able to further develop and adjust information systems as required for changing needs.
- Able to regularly use software to create statistics process control charts and other complex analysis.
- Utilise a range of research tools and methods to regularly undertake and collate complex audit/analysis relevant to benefits of the Trust's Improvement and Service Development programmes and to re-audit as appropriate to determine whether these have been achieved.

## General

- As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).
- If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available on the Intranet site) at all times.
- To be responsible and accountable for ensuring that all staff under your direction comply with Trust Infection Control policies and clinical guidelines.
- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To conduct annual Performance Development Reviews, incorporating talent management reviews (if applicable) and progress reviews for staff in your charge and, through this process, identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Ensure that Departmental Induction training and all necessary training to meet health and safety and statutory requirements is in place and is appropriately reviewed.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should proactively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

**Note: This job description is issued as a guide to your principal responsibilities. It may be varied from time to time to meet new working requirements and does not form part of your Contract of Employment**

Prepared By: Director of Digital and Logistics/  
 Head of Financial Management

Date:

## Person Specification

**Job Title:** Benefits Realisation Manager **Band:** 7

Criteria	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven budget management skills and financial acumen with experience of delivering cost improvements/ benefits within a complex organisation</li> <li>Negotiation and influencing skills at a senior management level</li> <li>Leading changes in practice in a complex environment to improve performance/services</li> <li>Evidence of delivering and implementing strategic plans</li> <li>Presenting complex plans at Board level</li> <li>Identifying and interpreting national policy and implementing required changes</li> </ul>	<ul style="list-style-type: none"> <li>Experience of project management roles</li> <li>NHS experience at a senior management level</li> <li>Business case development</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Degree level or equivalent level of experience</li> <li>Formal management or business qualification or equivalent relevant experience</li> <li>Evidence of continued professional development</li> </ul>	<ul style="list-style-type: none"> <li>Project Management Qualification</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Excellent organisational skills, and evidence of these in a multi-disciplinary environment</li> <li>Excellent communication and interpersonal skills in complex settings, managing multi-dimensional issues</li> <li>Excellent facilitation and presentation skills</li> <li>High level of analytical and problem solving skills</li> <li>Commitment to, and demonstration of, organisational behaviours and values</li> </ul>	<ul style="list-style-type: none"> <li>Good project management skills</li> <li>Understanding of issues facing the NHS</li> </ul>

Criteria	Essential	Desirable
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>• Ability to analyse highly complex data/information/problems and make judgements/draw conclusions – including ability to respond to unexpected demands</li> <li>• Strong communication skills both written and verbal – able to provide and receive highly complex, sensitive information and use persuasion, influencing and negotiation with individuals and groups including stakeholders</li> <li>• Ability to work independently and make autonomous decisions</li> <li>• Credible and persuasive in operation with senior colleagues negotiation skills</li> <li>• Ability to lead a number of complex projects simultaneously and deliver to agreed timescales</li> <li>• Resilient, determined and confident</li> <li>• Able to work flexibly to meet the demands of the role</li> <li>• Able to lead and direct others to accomplish organisational goals and objectives</li> <li>• Highly motivated</li> </ul>	