



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY

NHS
North West Anglia
NHS Foundation Trust

Information pack for the post of

Head of Commissioning Relationships

Corporate Division

November 2023



**GOOD TO
OUTSTANDING**



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink, appearing to read 'Hannah Coffey'.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Head of Commissioning Relationships
GRADE	8B
HOURS OF WORK	Full-time (37.5 per week)
DEPARTMENT	Performance and Commissioning Department
BASE	Your primary base will be Hinchingsbrooke Hospital however travel between NWAFT Hospital sites will be required
RESPONSIBLE TO	Associate Director of Commissioning and Performance
ACCOUNTABLE TO	Chief Finance Officer

Background and Context

The Head of Commissioning Relationships is a pivotal role within the Performance and Commissioning Department within the Finance Directorate. The role reports into the Associate Director of Commissioning and Performance. The post holder will be responsible for managing the NHS contracts for the Trusts main Commissioners and wide portfolio of other agreements that are with both NHS and non-NHS organisations.

Job Summary

The key purpose of this role is to take a lead role in the negotiation and monitoring of a range of contracts for healthcare provision and to support the process of negotiation of the Trust's current main commissioners. The post holder will also take a leading role in the development of the Integrated Care System and the Trusts engagement with this.

The post holder will be required to provide business professional expertise to Senior Trust managers, both within the Commercial Directorate and across the Trust. In addition the role requires working with the wider group of senior Trust stakeholders. The post holder manages a team to support the development, negotiation and management of contracts, as well as to maximise income opportunities for the Trust. Specific requirements within the role are as follows:

- Reviewing and interpreting contracts and commissioning arrangements
- Involvement in contract negotiations with commissioners and other providers
- Contract Approval and completion of due diligence
- Contract Execution

- Obligations Management
- Continued oversight or effective handover of all live contracts
- Maximising income opportunities through commissioning opportunities and chargeable patients

It is essential that the appointee is a proven team player who is able to engender trust and respect from colleagues at all levels in and outside of the Trust particularly as the post holder will be required to deputise for the Associate Director of Commissioning and Performance on occasions.

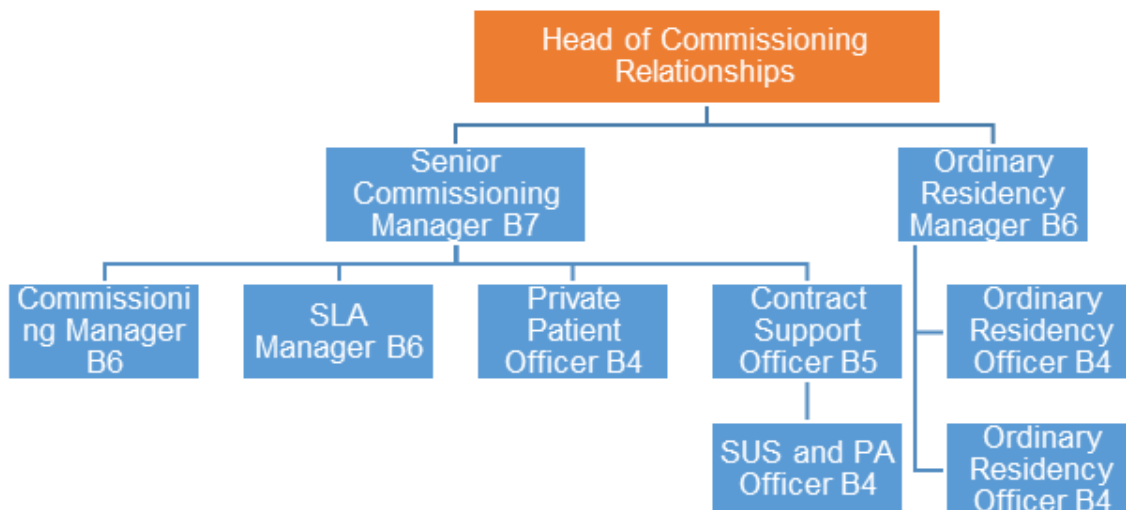
Key Working Relationships (organisational chart)

Internal

- Associate Director of Commissioning and Performance
- Senior Finance Team
- Executive Directors
- Senior Managers and Clinicians throughout the Trust
- Performance and Commissioning Teams
- Private Patients
- Income Team

External

- Clinical Commissioning Groups and Integrated Care Systems
- NHS England
- Staff at other NHS bodies
- Other external commercial organisations



Main Duties and Responsibilities

Contract and Service Level Agreements

Lead the negotiation and agreement of contracts and commissioning arrangements for the provision of healthcare, directly influencing and shaping the Trust's contracting plans and contributing to the business planning programme.

Manage the commissioning team to ensure compliance with all the requirements of each contract, notably overseeing and taking ownership for the provision of accurate and timely monitoring information, dispute resolution and contract renegotiation as required. The post holder will need considerable knowledge of, and significant experience in, contract negotiation and evaluation, as well as knowledge and experience of other areas such as risk, corporate governance, business planning and operational delivery. They will be required to translate contract requirements into operational procedures that fit the needs of the Trust.

In partnership with the Trusts Strategy and Transformation Team, identify and advise on the strategic fit, scope and cost of new, innovative and follow-on areas of business, ensuring gaps in service provision are identified & developed with division's to meet the strategic objectives for patient care; translating these into contracts as required.

Be the subject matter expert (SME) for contracting, advising on the development of new contracts based around both best practice and innovative approaches to patient care. Ensure provision is both patient-focused, clinically-led and ensure the Trust is seen as a leader for innovation and commissioner engagement.

Identify areas of contractually based operational and financial risk, ensuring these are brought to the attention of the Associate Director of Commissioning and Performance and the Chief Finance Officer and other relevant members of the executive or senior management teams.

Actively seek and capture feedback concerning Trust services, ensuring regular professional communication of key issues, service performance, and business development opportunities. This information & feedback includes activity and financial information, key performance indicators and targets, such as referral to treatment times, healthcare acquired infections, GP referrals, PbR etc.

Ensure the commissioning team understand and investigate any variations to agreed contract plans and ensure appropriate actions are taken by the Trust and our partners to avoid financial risks.

Ensure commercial ventures, relating to clinical services, undertaken on behalf of the Trust are professionally conducted and managed, delivered to a high standard on a timely basis, and provide real value for money. This includes the framework for delivery of private patients which forms part of the commissioning team.

Facilitate the provision of appropriate information to commissioners, using the information provided by Finance Business partner – Income (PBR) – ensure timely, accurate, reliable communication of reporting against the contractual terms and conditions.

Facilitate the involvement of appropriate clinicians and commissioners in contract negotiations and monitoring processes.

Critically assess the contract database and ensure that it remains fit for purpose and is capable to meeting future requirements. Ensure this is up to date at all times.

Assist with the development of the Trust's negotiating strategy by working with senior managers, clinicians and other stakeholders. To assist with ensuring that the strategy is clearly articulated to the Executive team and the Board and that regular updates on progress are provided.

To assist in ensuring negotiations with commissioners are informed by a clear understanding of the Trust's capacity and capability. Once agreed, to assist in ensuring that the contractual obligations are translated into deliverable capacity and service development plans using the agreed capacity model.

To assist in working with commissioners to develop a common information dataset, including planning assumptions and contract performance information.

Using a variety of Trust information systems & other available sources, monitor and benchmark the Trust against the wider market and selected peers, adopting best practice where appropriate.

Remain up to date with information and guidance issued by NHS England and The Department of Health and Social Care.

Leadership

Support the Associate Director of Commissioning and Performance to take a leadership role within the Performance and Commissioning Department and the wider finance division.

Support the Associate Director of Commissioning and Performance to take a leadership role within the broader Trust divisions.

Provide support in identifying, developing, recommending and implementing improvements in the Commissioning function.

Represent the department and Trust externally within the Integrated Care System.

Lead and coordinate clinical and professional staff to provide necessary expertise in the preparation of suitable contracts to govern the Trust's commercial activities with third parties, being mindful of priorities and schedules and the required interpersonal and organisational skills to obtain such expertise, including the need to re-organise to fit with a transaction schedule where necessary.

With a high degree of freedom to act independently maintain suitable briefing materials on the portfolio and priorities of the contracts team to brief the Associate Director of Commissioning and Performance and the Chief Finance Officer and other senior leaders in the Trust, to be accurate and available at scheduled and unscheduled meetings of senior leaders.

Lead the preparation of Trust contracts to fit with deadlines imposed by senior managers.

Ensure that the Department has an effective contract monitoring and management system in place throughout the life of the contract.

Coordinate the relevant clinical and other professional team members within the Trust Divisions when contracts are nearing termination to assess whether renewal is appropriate and lead the relevant discussions.

Identify skills gaps and training needs of colleagues within the Corporate and Clinical divisions to ensure effective understanding, management, delivery, review of agreements.

Contribute to the work and development of the Finance Directorate as a whole, through training and briefing programmes, participation in Trust-wide projects and initiatives and as a member of the Finance Directorate's management team.

Communication

Build positive relationships with internal colleagues, within commercial, clinical and corporate divisions.

Build positive relationships with external contractors, commissioners, partners and statutory bodies.

Have highly developed interpersonal skills and an ability to communicate effectively in a hostile or emotive atmosphere and take appropriate action.

Support the Associate Director of Commissioning and Performance to manage conflicting priorities and agendas of a diverse range of stakeholders.

Provide and receive complex and/or sensitive information orally, electronically, in writing in a range of formats from service specifications to Business cases and presentations and support to Associate Director of Commissioning and Performance to manage effective communication at all necessary levels of seniority up to and including Trust Board, and third party partners.

Staff Management

To line manage the commissioning team to enable them to deliver a high standard of contract management, and all that encompasses.

Coach and mentor members of the commissioning team and wider finance team as required in their development of skills sets in respect of all matters relating to commissioning.

Coach and mentor members of the broader Trust's Divisional team in their development of skills sets in respect of all matters relating to contracts as required.

Support the Associate Director of Commissioning and Performance to set the objectives and priorities for the project groups requiring assistance with contracting matters.

Provide training to any employees within the Trust on aspects of contracting relevant to them, including Trust leadership as appropriate.

Ensure you, and all staff working for you, understand their roles and responsibilities with regard to health and safety, and carry out risk assessments to ensure that you and your staff are working in a safe environment at all times.

Operational implementation of the Trust's health and safety and risk management policies and procedures. Setting up, monitoring and reviewing health and safety and risk management procedures within the departments or areas managed in order to maintain the health, safety and welfare of employees or others who may be affected.

Comply with the Trust's Infection Control Policies, in order to prevent and / or control the spread of infection throughout the Trust and wider healthcare community.

This is not intended to be an exhaustive list of the duties and responsibilities of the post-holder and is subject to amendment, after consultation, according to the changing needs and requirements of the Finance Directorate and the Trust.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.