

JOB DESCRIPTION

Job Title	Admin and Non-Clinical Ambassador
Band	8a Equivalent
Responsible to	Head of Primary Care Workforce
Accountable to	Training Hub Senior Responsible Officer

ROLE PURPOSE / SUMMARY

The Mid and South Essex Integrated Care System will comprise the Integrated Care Board (ICB), which is the statutory body for the NHS, and the Integrated Care Partnership (ICP), which is a committee of the ICB, and brings together key health, care, community and voluntary sector organisations across the area.

The ICS has a bold ambition to deliver improved outcomes for our 1.2m population through our four Alliances, and we are placing clinical and professional leadership and the voice of our residents at the heart of realizing this ambition.

Funded by NHS England, Workforce Training and Education, the Primary Care Training Hub is part of the system's People Directorate. Training Hubs are the go-to place for information about the primary care workforce, education, and development. They are vital to supporting primary care transformation by developing the current and new workforce required to deliver world-class patient care.

Training Hubs are responsible for implementing a wide range of recruitment and retention initiatives including: Career development and support for all staff in primary care from new to practice to mid and late career; Approval of Training Practices and Educators; Support PCNs with the breadth of workforce planning and embedding new roles through the Additional Roles Reimbursement Scheme (ARRS); Procurement and development of education and training for the primary care staff.

With the Non-Clinical Workforce making up approximately 45% of the workforce in Primary Care, it is important that this staff group is fully developed and supported. Working closely with practices across the system, the post will play a crucial role in ensuring that there is a focus on quality in the delivery of work by the non-clinical workforce

COMPETENCY BASED KEY DELIVERABLES

- Responsible and accountable for decisions made during the course of their duties, escalating significant issues where appropriate.
- Contribute to setting long term strategy ensuring the aims and objectives of the organisation/system are embedded and progressively built upon within the setting of the strategy, as well as taking responsibility for the implementation of one or more plans which align to this strategy

- Can demonstrate and deliver acute business acumen in their area of responsibility ensuring value for money, understanding the business of partners and the driving factors for delivery in multiple sectors.
- Responsible and accountable for decisions made during duties, escalating significant issues where appropriate.
- Contribute to the implementation of the workforce and primary care strategies ensuring the aims and objectives are embedded and progressively built upon and take responsibility for the of one or more plans which align to these strategies.
- Establish strong relationships and two-way communication channels with Practice Managers in MSE PCN's and practices.
- Act as a "champion" for admin and non-clinical staff in primary care, to be a first point of contact for practices and PCNs in relation to workforce initiatives for this staff group.
- Develop and disseminate education, training, and resources to support the integration and embedding and retention of the admin and non-clinical workforce to create a positive learning environment culture at any stage of their career.
- Liaise with local education and training providers with the support of the MSE Training Hub team, to develop training and career development pathways that support the attraction and retention of admin and non-clinical staff in Primary Care
- Develop and deliver professional and inter-professional networks supporting learning, and development for admin and non-clinical staff in primary care.
- Work with practice managers and their teams to identify training needs, scope requirements and commission admin and non-clinical training and development initiatives.
- Identify, promote and sign post non-clinical staff to development opportunities including both nationally and locally funded including leadership development and apprenticeships.
- Work with the Training Hub leadership team to develop bids and requests for securing funding.
- Commission non-clinical training and ensure that providers provide high quality, value for money educational delivery.
- Lead on communication with the non-clinical workforce to increase engagement and promotion of shared learning experiences, innovation, and good practice including creating a local staff network/forums.
- Produce and provide reports to relevant stakeholders on agreed Key Performance Indicators to meet training hub KPI's.
- Conduct evaluations on the impact of programmes and initiatives.
- Work at a strategic level to represent the interests of the admin and non-clinical workforce profession.
- Attend and represent the interests of the non-clinical workforce at local and regional meetings, events, and conferences.

PERSON SPECIFICATION

Job Title	xxx
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Criteria	Essential	Desirable
Education/ Qualifications	<p>Relevant Masters' degree or extensive knowledge, skills and experience to equivalent level</p> <p>OR</p> <p>Extensive knowledge of specialist areas, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience.</p> <p><i>Plus</i></p> <p>Management qualification or equivalent level of on the job experience.</p>	
Experience	<p>Substantial experience of working at a senior level in the specialism.</p> <p>Experience of leading, managing and delivering significant change projects involving stakeholders</p> <p>Experience of holding responsibility for budget/s, budget setting and demonstrable knowledge of financial processes within own service</p> <p>Experience of managing incoming and outgoing information requirements, handling correspondence/queries which may be highly complex, sensitive or highly confidential.</p> <p>Experience of negotiation with senior stakeholders which may include difficult and controversial issues, presenting complex and sensitive information to large and influential groups</p> <p>Experience of working at strategic level, able to recognise direction and implications of policy and the</p>	<p>Experience of working in the NHS/public body</p> <p>Experience in negotiation skills and contract monitoring</p>

	<p>potentially competing priorities/interests.</p> <p>Experience of leading, managing, developing, influencing and inspiring staff.</p>	
<p>Knowledge/ Understanding</p>	<p>Advanced knowledge of relevant systems and procedures</p> <p>In depth understanding of policies and practices within required field of work</p> <p>An in-depth understanding of health care provision and awareness of current NHS policies and priorities.</p>	
<p>Partnership Working/ Leadership/ Management</p>	<p>Can demonstrate partnership working and the understanding of how and when partnerships should be built, navigating and understanding local, regional and national political positions in order to solutions that span across multiple stakeholders</p> <p>Responsible for the implementation of the NHS People Promise and ICB Values across functional areas of responsibility.</p> <p>Provide effective, inclusive and compassionate leadership across own areas of responsibility, ensuring all voices are heard and creating and nurturing a culture where staff feel safe to speak up</p> <p>Champions the principles of equality, diversity and inclusion both within and outside of the organisation</p> <p>Challenges within areas of responsibility and escalates appropriately where these principles are at risk of not being upheld</p> <p>Role model core behaviours including equity and diversity and maintaining a professional image at all times</p> <p>Professional and approachable manner</p>	

	<p>Good communicator, with ability to liaise with colleagues at all levels</p> <p>Able to persuade and influence in areas of conflict</p> <p>Flexible and adaptable to meet deadlines</p> <p>Ability to work as part of a team or independently</p> <p>Evidence of successfully leading, developing and motivating staff</p> <p>Takes personal responsibility for actions and their impact</p> <p>Ability to work in a collaborative way across organisational/sector boundaries in order to achieve the highest quality outcomes for patients</p> <p>Ability to support strategic thinking in discussions by being aware of the bigger picture</p>	
<p>Skills</p>	<p>Well developed interpersonal and communication skills with staff at all levels using from the full range of methods as appropriate</p> <p>Demonstrable ability to provide and receive highly complex, sensitive and contentious information</p> <p>Ability to formulate arguments and express them clearly to lay people and to persuade clinicians and senior management over a course of action</p> <p>Advanced IT skills in Microsoft applications including Word, Excel, PowerPoint and Outlook</p> <p>Standard keyboarding skills</p> <p>High level of attention to detail Prioritisation and organisation skills</p> <p>Able to be assertive in negotiation on difficult and controversial issues such as performance and change</p>	

	<p>Able to deliver training/briefings/ updates to large groups of staff at all levels</p> <p>Able to lead the development of policy and strategy to enhance relevant service</p> <p>Able to make decisions autonomously, when required, on difficult issues and often to changing timescales.</p> <p>Ability to prioritise own work and teams workload considering conflicting priorities and tight deadlines</p> <p>Demonstrable ability to plan over short, and medium term timeframes and adjust plans and resource requirements accordingly</p> <p>Demonstrable ability to provide informative reporting to Senior Management on progress against operational outcomes and associated impact</p> <p>Demonstrates ability to use sound judgement in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management when appropriate</p> <p>Demonstrable ability to analyse numerical and written data, assess options and interpret complex information using problem solving skills</p> <p>Demonstrable ability to analyse and interpreted highly complex data, facts or situations to interpreted these and make reasoned and logical deductions, compare a range of options and formulate plans</p> <p>Excellent data analysis and interpretation skills involving highly</p>	
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	complex data, with outstanding analytical and problem-solving skills.	
Other	<p>Personal qualities of honesty and integrity.</p> <p>Possess a confident and positive attitude and be self motivated</p> <p>Demonstrable ability to influence and command respect and establish credibility quickly</p> <p>Personal attributes include emotional intelligence, resilience, agility and flexibility, able to respond to competing demands as they arise.</p> <p>Requirement to spend significant amounts of time inputting at a keyboard or reviewing computer information via the VDU</p> <p>Ability to travel to attend meetings and attend for work at several locations, including home, for the purpose of hybrid working.</p>	

Core Competency Framework Band 8

Staff at Band 8 require highly specialised knowledge, some of which is at the forefront of knowledge in a field of work. They use their knowledge as the basis for original thinking and/or research. They are leaders with considerable responsibilities. They have the ability to analyse complex processes and the responsibility to improve or develop services. They will have considerable managerial responsibilities and be accountable for service delivery.

The ICB aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their line manager.

Assessment

- Able to gather appropriate information.
- Able to select and use appropriate assessment techniques.
- Able to undertake or arrange investigations as appropriate.
- Able to analyse and critically evaluate the information collected.

Formulation and delivery of plans and strategies

- Able to use research, reasoning and problem-solving skills to determine appropriate actions.
- Able to draw on appropriate knowledge and skills in order to make professional judgements.
- Able to formulate specific and appropriate management plans including the setting of timescales.
- Able to conduct appropriate diagnostic or monitoring procedures skillfully.
- Able to maintain records appropriately.

Critical evaluation of the impact of, or response to, the plan/intervention

- Able to monitor and review the on-going effectiveness of planned intervention and subconsciously modify a technique in-action.
- Able to make reasoned decisions to initiate, continue, modify or cease the use of techniques or procedures, and record the decisions and reasoning appropriately.
- Able to audit, reflect on and review your own and other's performance/practice in unpredictable and normally specialised contexts.

Knowledge & Skills

- Uses highly developed specialised knowledge to analyse, evaluate and synthesise complex and new ideas that are at the most advanced frontier of a work area.
- Extends existing knowledge and professional practice within a work area.
- Is able to develop, lead and manage projects.
- Will lead by example in developing highly innovative solutions to problems based on research and inquiry.
- Observes and records data using appropriate methods, tools and technology. Maintains accurate records.
- Uses technology to effectively plan work and evaluate the effectiveness of the work through complex audits/trials.
- Understands relevant legislation, policy and guidance.
- Understands social model, concepts of empowerment and person centred approaches to assessment, care planning delivery, monitoring and review of practice.
- Understands the nature, extent and boundaries of own role and its relationship to others within and outside the organisation.

Technology Skills

- Proficient in the use of Microsoft Outlook or similar Email application
- Proficient in the use of the Web and Web applications
- Proficient in the use of Microsoft Word
- Accurate data input skills, e.g. accurately entering data into Excel or an electronic records system
- Confident with the use of IT systems and equipment, including mobile devices (where used)

Leadership & Management

- Demonstrates substantial leadership, innovation and independence in work contexts that are ground breaking and require the solving of problems that involve many interacting factors.
- Ensure all staff within their area of responsibility performs to the highest standard.
- Contribute fully to initiatives to improve quality, productivity and performance.

Innovation & Decision Making

- Extends and redefines knowledge and professional practice within a work area or at the interface between work areas.
- Critically analyses, evaluates and synthesises new and complex ideas and makes strategic decisions based on these processes.
- Develops and influences policy and service delivery.
- Is able to carry out operational interactions within a complex environment.

Team Working

- Work with others towards achieving shared goals.
- Respect and be open to the thoughts, opinions and contributions of others.
- Recognise and respect other people's diversity, individual differences and perspectives.
- Lead and support when appropriate, motivating and developing others for high performance.
- Review the strategic impact/outcome of the work of the team and the return on investment.
- Ensure that the objectives of the team are clear.
- Accept and give feedback in a constructive manner.
- Communicate with authority through engaging in critical dialogue with peers.
- Manage the resources of the work area effectively conforming to organisational instructions.
- Assess situations and identify the root cause of a complex problem in environments that are unfamiliar, complex and unpredictable.
- Respond constructively to change and cope with uncertainty.

Communication

- Listen to and understand complex information, both implicit and explicit.
- Listen to and appreciate the complexity of a range of views, adopt effective questioning techniques.
- Respond appropriately to queries and complaints.
- Negotiate assertively and present highly developed theoretical and practical knowledge across a range of professional issues.
- Adopt a sensitive manner and use appropriate language for each situation, lead, persuade and influence others effectively.
- Write effectively for a range of complex situations and contexts.

Personal Attributes

- Acts as an ambassador for the ICB and demonstrates excellent customer care at all times.
- Deals with people, problems and situations with honesty and integrity.
- Recognises and reflects on their own and others good efforts.
- Takes care of their personal health, including hygiene and appearance.
- Meets timekeeping and attendance requirements.
- Leads on personal and team health and safety practices and procedures and acts in accordance with these.
- Understands their rights and responsibilities in the workplace, and those of others.
- Undertakes and respects confidentiality.
- Manages the balance of their work and personal life.
- Assesses and manages risk, is accountable for their own actions, and those of their team.
- Is adaptable and able to carry out multiple tasks or projects.
- Is open and responds constructively to change and copes with uncertainty.
- Supports other colleagues and co-workers and promotes positive relationships within team and beyond.
- Learns continuously, reflects on their practice and encourages others to reflect on their practice.
- Identifies personal learning goals and plans for the achievements of these.

ORGANISATIONAL DUTIES

ON CALL ROTA

There may be a requirement for post holders to participate in the On Call rota. On Call is for the duration of up to one week and the frequency of this will depend on the number of staff on the rota. Staff on call may be required to attend any ICB building whilst on call – particularly in the case of a 'major incident'; however generally queries are resolved over the telephone.

CODES OF CONDUCT

The ICB requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body and to the ICB's Code of Conduct.

EQUAL OPPORTUNITIES

The ICB is committed to equal opportunities that affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sexuality, marital status, race, religion/belief, ethnic origin, age or disability. All staff are required to observe this standard in their behaviour to fellow employees.

SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS AT RISK

Safeguarding is a key priority for the ICB. Staff must always be alert to the possibility of harm to children, young people and adults at risk through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct processes and decisions to be undertaken when sharing information. The depth of knowledge staff work from must be commensurate with their role and responsibilities (as per Intercollegiate Document 2014). All staff must follow the safeguarding policies, procedures and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required.

CONFIDENTIALITY

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties. All employees are required to observe the strictest confidence regarding any information relating to the work of the ICB and its employees. Staff are required not to disclose any confidential information either during or after their employment with the ICB, other than in accordance with the relevant professional codes. Failure to comply with these regulations whilst in the employment of the ICB could result in action being taken.

DATA PROTECTION

All employees must adhere to appropriate ICB's standards/policies in respect of the use of Personal Information, including guidance on the use and disclosure of information. The ICB also has a range of policies for the use of computer equipment and computer-generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and use of Personal Information and other Information Technology can be obtained from the ICB.

HEALTH AND SAFETY

The ICB expects all staff to have a commitment to promoting and maintaining a safe and healthy environment and be responsible for their own and others welfare.

RISK MANAGEMENT

All staff will be responsible for adopting the Risk Management Culture and ensuring that they identify and assess all risks to their systems, processes and environment and report such risks for inclusion within the ICB Risk Register. Employees will also be required to attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the policies.

GOVERNANCE

All staff have a responsibility to be aware of governance arrangements and ensure that the reporting requirements, systems and duties of action put into place by the ICB are complied with.

POLICIES & PROCEDURES

All employees are expected to comply with all the policies and procedures drawn up by the ICB.

NO SMOKING POLICY

The ICB is a 'no smoking organisation' therefore staff are not permitted to smoke whilst on duty. All NHS staff are expected to recognise their role as ambassadors for a healthy lifestyle. As such, staff should not smoke whilst in uniform, in NHS vehicles or on ICB or other health care premises.

INFECTION CONTROL

All staff must observe the code of practice for the prevention and control of infections (updated 2015) and ensure that they understand and implement their responsibilities in the prevention and control of infection.

DISCLOSURE & BARRING SERVICE (DBS) CHECK

If the post is one that requires a disclosure (at whatever level) from the DBS, the organisation retains the right to request that a further disclosure is sought at any time as deemed to be appropriate. Where an appointment has been made and the ICB is awaiting the outcome of a DBS check which subsequently proves to be unsatisfactory, the employment will be terminated.

CRIMINAL CONVICTIONS

If, during the course of their employment, an employee is convicted of or charged with a criminal offence (with the exception of a traffic offence) whether it arises from their employment or otherwise, the employee is required to report the matter to the Human Resources Department who will decide on the appropriate course of action. Should an employee be convicted of an offence and receive a custodial sentence, the ICB reserves the right to terminate the contract of employment, after careful consideration of the facts. Failure to report a conviction may itself lead to disciplinary action being taken. Any information will be treated confidentially, except insofar as it is necessary to inform other relevant members of management. Additionally, if driving is part of an employee's duties and they are convicted of any traffic offence, they must report it to Human Resources Department who will decide on the appropriate course of action.

MOBILITY

Employees may sometimes be required to attend at other locations or expected to travel to anywhere within the ICB footprint.

OTHER DUTIES

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual's performance review/appraisal. There may be a requirement to undertake other duties as may reasonably be required to support the ICB in accordance with your grade/level in the organisation.