

JOB DESCRIPTION

TITLE: **Head of Income & Contracting**

LOCATION: **Heartlands Hospital**

DEPARTMENT: **Strategic and Commercial Finance**

RESPONSIBLE TO: (line reporting) Assistant Director of Finance/ Commercial Manager Corporate (Commissioning) Finance Director

JOB PURPOSE:

- Responsible to Finance Director for the commissioning activities of the Trust ensuring all income due to the Trust is identified, captured in a legally binding service level agreement, recorded and proactively collected by the Trust in accordance with its credit control protocols.
- Monitoring the risks associated with contractual activity for escalation to the Commercial Finance Manager Corporate.
- (Line management is to the Assistant Finance director so that the accounts receivable element of Income and Contracting can be linked to the Financial Accounting processes in the Finance Department.)

KEY WORKING RELATIONSHIPS:

- Finance Director, Deputy Finance Director, Assistant Director of Finance
- Commercial Managers (Corporate, Medicine and Surgery)
- Directorate Accountant (medicine or Surgery)
- Deputy Commercial Finance Manager – Corporate
- Directorate General Managers, Chief Financial Controller
- Operations Managers, Medical Directors
- Operations Director, Clinical Directors

DIRECT REPORTS:

- Contract Accountant
- Corporate Cost Accountant
- Accounts Receivable Supervisor
- Personal Assistant

INDIRECT REPORTS:

- Accounts Receivable Officers (2WTe)
- Contracting Officers (2 WTE)
- Information Officers (5 WTE)

MAIN DUTIES AND RESPONSIBILITIES:

Management Responsibility

- To ensure the Finance Director and Board are fully briefed on the commissioning objectives of the Trust and that they understand how any issues relating to delivering the commissioning objectives will be managed.
- To ensure all types of income due to the Trust is identified, contracted for, recorded and collected within agreed timescales. To provide income and financial monitoring to support the financial reporting of the Trust.
- Production of robust, reliable and user-friendly activity and income information for reporting to Trust. Continuous review of data requirements and response to meet changing requirements.
- Have a comprehensive technical understanding of payment by results and be able to ensure that corporate division can monitor its implementation.
- All income is correctly recorded each month in line with agreed guidelines and policies.
- Continuous review of systems and procedures to improve the way the Trust records and collects income. Ensuring the Systems Development team to plan and implement then recommendations so that the they improvements are delivered.
- To work closely with the Chief Financial controller and staff to ensure all debts are collected within agreed payment timescales.
- To recognise and communicate levels of risk attached to income and incorporate this into monthly reporting Binding Contracts within the annual timeframe set out by the Head of income & Contracting.

Income Reporting and Analysis

- To produce and manage the plan for providing monthly activity and information data to agreed timescales to the Clinical Board, Directorates and budget managers and identify risks and discuss issues with relevant managers including Clinical Heads.
- To plan the annual commissioning process taking into account legislation changes, commissioning principle changes, local commissioning framework changes and changes to commissioning reporting requirements, taking account of all internal and external stakeholders expectations.
- Take lead on the negotiations during the commissioning process and reporting progress to organisation, highlighting where the Finance Director is required for issue resolution in reaching LDP agreements.
- Managing the information requirements of internal stakeholders in relation the performance of the annual commissioning process and the organisations performance against the commissioning contracts throughout the year.
- Responsible for the production and presentation of high quality, concise reports on complex financial issues for a non financial audience to all levels of an organisation from board member to operational budget holder in a 'non-finance language' having the knowledge and experience to undergo scrutiny of the information in the reports.
- Responsible for making recommendations to the Finance Director for the long term management of the commissioning process and for the development of commissioning objectives, the support the long term objectives of the overall finance strategy.
- To ensure patient and coding data provided by Medicine and Surgery areas is reviewed to confirm it is reliable and reasonable.
- Ensure PCT terms and conditions are applied correctly when calculating financial effect of activity over/under performance.
- To develop and maintain a comprehensive financial and performance management information systems to deliver required information to the Trust.
- Regularly meet with the Finance Director, Operations Director, Directorate Managers and Clinical Directors to review activity performance.
- Be innovative in presentation of performance information to ensure the correct message is delivered to all levels of the Trust and that the commissioning issues and effectively managed and resolved.

Developing Financial Strategies

- The post holder is expected to be the lead on developing commissioning objectives, and income and contracting procedures within finance. In developing the objectives and the procedures for delivering the objectives, the post holder is expected to liaise with other NHS organisations to determine best practice. The post holder is expected to represent the Trust in meetings and discussions with other NHS organisations where long term commissioning objectives in the region are discussed and debated.
- The post holder is expected to be the commissioning lead for the trust when working with Commercial Managers to develop their operational strategies to maximise NHS and Non NHS Income.
- The post holder is expected to make recommendations for the development of detailed annual income budgets based on agreed activity and speciality costs, ensuring they meet the requirements of the long term commissioning objectives, which take account of legislation changes, commissioning principle changes, local commissioning framework changes and changes to commissioning reporting requirements.
- The post holder is responsible for supervising all income and performance against plan. Making recommendations to the Finance Director on how any issues should be resolved.
- To advise and make recommendations to the Medical Director, the Operational Director, the Clinical Directors and the General Managers in establishing Activity performance targets, ensuring they meet the requirements of the long term commissioning objectives.
- As the Trust commissioning representative, the post holder is required use their understanding of the commissioner's short and long term expectations to provide specific advice as required by the organisation on business cases that rely on support from our commissioners.
- Identify threats to financial viability and agree corrective action plans with the relevant clinical or non-clinical managers. These plans will require monitoring thereafter to ensure that overall financial viability is being maintained.
- Develop real-time activity forecasts alongside Directorates that deliver the financial objectives of the Trust.
- Provide advice on the planning process within Directorates looking at ways to develop services and facilitate the delivery of the NHS Plan.

Costing and Capacity Planning

- Contribute to the development of costing methodologies and mechanisms to ensure that all hospital costs are accurately reflected in prices and Reference Costs particularly in the area of activity.
- To lead on the annual production of reference costs and their onward integration into the wider organisation.

Corporate Financial Policies, Strategies and Systems

- The post holder will be required to continue to the development of corporate financial policies, strategies and systems to ensure all income due to the Trust is identified, captured in a legally binding service level agreement, recorded and proactively collected by the Trust in accordance with its credit control protocols.
- The post holder will adhere to corporate policies, strategies and systems in the performance of the duties of the post as defined by the Commercial Director.
- The post holder will be responsible designing, developing, implementing and maintaining finance and commissioning contract management systems to meet the organisations increasing requirement for income and contracting information.
- The post holder will provide recommendations for the continued development of the overall Systems strategy for Finance from an income and contracting perspective identifying areas of improvement in response to legislation changes, commissioning principle changes, local commissioning framework changes, changes to commissioning reporting requirements and the performance of the annual commissioning process.

Staff Development

- To provide leadership and development to the Contract Accountant and Income Manager.
- To identify issues within the departments by regular one to one meetings with Contract Accountant and Income Manager. Escalation of issues identified for resolution.
- Appraisal of Contract Accountant and Income Manager in accordance with the appraisal policy providing input into the training needs of the Corporate areas and its training plan.

Education and Training

- Contribute to Corporate training plan for consolidation with Medicine and Surgery training plans.
- Deliver and contribute to development and maintenance of Financial Management training programmes for managers at all levels throughout the Trust.
- Participate in the training of staff in financial and performance matters.
- Deliver and develop and maintain Financial Management training programmes for managers at all levels throughout the Trust.

Other

- Other ad hoc roles and duties as defined by Senior Management.

CONFIDENTIALITY

The post holder must maintain confidentiality of information relating to patients, staff and other health Service business.

HEALTH AND SAFETY

Employees must be aware of and observe all Trust’s policies relating to the Health and Safety at Work Act.

RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES

The Trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust’s Standing Orders require any officer to declare any interest, director or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

This job description may be subject to change with the passage of time and will be reviewed by the manager in conjunction with the post holder.

Signed by member of staff

Print Name

Signed by Manager

Print Name

Date