

HEART OF ENGLAND NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE	Head of Contract Management
DEPARTMENT	Strategic & Commercial Finance
RESPONSIBLE TO	Head of Income & Contracting
RESPONSIBLE FOR	Senior Contract Manager Contract Management Team
KEY RELATIONSHIPS:	Executive Leads Director of Finance Operations Head of Performance Heads of Operations NHS England Area Team CCG's Local Authorities Business Consultants Performance and Information Team Community Heads of Service Contracting Team - Commissioner Commissioners of Service Trust Senior Management

JOB SUMMARY

To be responsible for the negotiation, development and management of healthcare contracts held by HEFT. This post holder will be responsible to the Head of Income & Contracting for operating an effective, high quality, contracting function that takes account of the national and local commissioning agenda. This includes developing external commissioner relationships, and managing the very detailed and highly complex (value circa £600 million) transactional contract management process.

Provide a high level of technical expertise and structure to the contracting process ensuring that the latest national policy is communicated and implemented within the organisation.

The post is responsible for the development of systems and processes to underpin robust contract management and reporting. The role requires a high level of personal responsibility and autonomy to act within the delegated area of responsibility. The role involves operating in a complex, multidisciplinary environment and requires the highest level of inter-personal, communication and influencing and negotiation skills to ensure delivery of objectives.

The role has a supplementary requirement to support the Heads of Department within Finance with the professional development of their staff.

Lead and manage the Contracting Management Team, supporting their professional development and continuous improvement.

KEY DUTIES AND RESPONSIBILITIES

1. Contract Management

- Work alongside the Head of Income & Contracting in ensuring that the requirements under the NHS contract are implemented across the Trust and that the organisation is able to deliver against the contract.
- Establish and manage a centralised contracting function incorporating all Healthcare contracts, specifically those held with CCG's, NHSE, Local Authorities and all separate service level agreements (SLA's)
- Act as the Trust lead for the interpretation of national policy and guidance ensuring executive directors, senior managers and clinical directorates are assisted with the interpretation of emerging national, local and Trust strategies and developments assessing the impact on likely contractual obligations.
- Communicate the changes to the contract annually to senior management ensuring that there is a clear understanding of the contractual commitments required and also engagement at a senior level.
- Attend monthly contract meetings along with Head of Income & Contracting providing any contractual advice and instruction as required to the Trust's operational team.
- Highly developed technical knowledge of the NHS contract is required when discussing all contract matters either with commissioners or internal management. This includes a thorough understanding of the legalities relating to the service conditions and general conditions within the contract and also a detailed understanding of their practical application.
- Ensure that the Trust achieves all contractual deadlines in relation to reporting including the various elements of contractual performance, this includes coordinating all contractual datasets for each contractual deadline, and coordinating information to meet, KPI and quality requirements. This includes reporting on an exception basis against national and local information elements covering nursing, governance, quality and safety, CQUIN in addition to all national service performance requirements (A&E, RTT & Cancer)."
- Manage the collation and delivery of any remedial action plans arising under the contract.
- Produce the response to any actions arising under the contract or at the formal contract meetings on behalf of the Trust.
- Ensure that the Trust is compliant with the requirements of the standard NHS contract and that appropriate contractual processes are in place and adhered to at all times.
- Present exception report information to Commissioners in the contract review meeting ensuring that the relevant information is clearly communicated and understood. This will

support future decision making both for the Trust and the CCG in terms of next steps and the agreement of any remedial action.

- Develop and implement a process and timetable for contract monitoring and performance management under the contract.
- Engage with Executive leads, appropriate CCG clinical leads and finance staff in regular internal contract review meetings.
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- Lead on the delivery of the in year review of service specifications and service development improvement plans.
- Scrutinise data to translate highly complex information, identifying key issues for further analysis or taking appropriate actions.
- Ensure that the Trust is adequately prepared and represented at the CQCRM and is able to manage any issues arising in those meetings.
- Be responsible for ensuring that all reports and communications taking place containing a contractual implication are appropriately channelled. This includes being the “gatekeeper” for all reports and contractual returns ensuring that information is robust and fit for purpose.
- Deputise for the Head of Income & Contracting relating to all contractual matters as required.

2. Strategic Development

- Implement the development plans relating to the Trust’s contracting function, advising the Head of Income & Contracting on national guidance and best practice and on key issues.
- Manage the negotiation process for the Trust’s contracts with its commissioners, working closely with performance and information colleagues.
- Manage the overall contract negotiation process ensuring that the various workstreams (Nursing, Quality, Governance, Safety, Finance, CQUINs) deliver an agreed set of contractual schedules for inclusion in the final contract.
- Ensure compliance with contractual governance arrangements internally and externally, ensuring that they run effectively and smoothly, and to agreed timetables
- Identify and communicate strategies that link divisional business plans to the delivery of the Trust Contracts within available resources.
- Ensure that the Trust has suitable representation at the negotiation meetings for all non financial elements of the contract and manage the negotiation meetings ensuring that the Trust is able to deliver on the agreed actions arising from the negotiation.

- Work closely with the senior management team of the trust to determine the Trust's position on key issues such as performance and quality indicators to be included within any contracts.
- Operationalise contracts with the Directorate Teams and monitor their delivery against agreed contract output specifications.
- Ensure the Trust has sound and efficient processes in place to manage inquiries and queries, formal and informal, from commissioners regarding contract performance and other contract issues
- Work with the Head of Income & Contracting to develop the trust's contracting function ensuring that it is fit for purpose and flexible to manage future demands.
- Responsible for writing, interpreting, implementing, and contributing to the development of policies, procedures and process which will impact Trust wide in relation to
 - Contract development
 - Contract negotiation
 - Contract monitoring
- Represent the Trust in all regional and national dialogues in relation to the development of contractual policy and direction.
- Ensure that the contracting function is appropriately positioned within the Trust and manage the design and implementation of marketing strategies for contracting that ensure that contracting processes and embedded within the organisation.
- **Contracting Advice and expertise**
- Provide high level technical contracting support and guidance to all levels of the organisation reflecting changes in contract documentation as required. Maintain an awareness and understanding of emerging health policy. This can be complex in nature, requiring highly developed theoretical and practice knowledge.
- Keep abreast of all new operating and planning guidance, ensuring the team is well appraised with clear instructions on implementation.
- Maintain a level of expert knowledge with regards to emerging health policy with reference to its impact on the contract.
- Support the procurement process, with lead responsibility for the development of new contracts, translating service specification into measurable key performance indicators and associated contracting schedules.
- Draft formal responses to national Consultations on matters of complex or emerging healthcare policy, engaging with stakeholders to ensure the interests of CCGs are fairly represented and congruent with the CCGs aims and objectives.
- Develop and provide high quality regular and ad-hoc reports to the Board, Executive Directors and Operational Leads.
- Undertake presentations both internally and externally to the Trust

- Develop systems to ensure that all information leaving the Trust, is validated and monitored centrally
- Ensure information is properly analysed and supports Trust business decision-making.

3. Managing People

- Line manager for the Senior Contract Manager including their personal development
- Line manage staff as required in line with Trust personnel policies (e.g. grievance, disciplinary, capability) where necessary, with the support of the Divisional and Personnel Managers
- Ensure that adoption of flexible working practices that meets the Working Time Regulation and achieve a fair balance between the preferences of individual members of staff, the needs of the service, and the preferences of the whole staff group.
- Lead the development process for all Trust staff in relation to the contract and contracting responsibility ensuring that staff are appropriately trained, briefed and updated.
- Provide cross team support to the NHSE Specialised Services Contract Manager ensuring standardisation of contracting processes, policies and procedures.

4. Information Management

- Responsible for maintaining and developing appropriate contract monitoring arrangements with clear reporting of any variances that have contractual implications. For circa 300 items of KPI data which requires collation, analysis, narrative, authorisation and sign off. This is highly complex, highly detailed requiring analysis, comparison and assessment.
- Responsible for as a major job responsibility the operation of a number of information and monitoring performance systems which will maintain and develop robust contract monitoring performance that enable analysis of quality and performance indicators as specified within the contract.
- Manage the performance, information and quality returns required as detailed within the contract to ensure that all contractual deadlines are achieved.

5. Clinical Governance

- Assist in the ongoing monitoring and review of standards of service delivery and practice in accordance with Clinical Governance.

6. Education, Training, and Development

- Take responsibility for personal Continuing Professional Development
- Support the organisational education process by leading on training programmes targeted at ensuring that the Trust is appropriately sited on its contractual responsibilities.

7. Communication and Marketing

- Develop strong and mature working relationships with divisions, commissioners and providers of commissioned services. This will require highly developed communication skills when handling highly complex, sensitive and contentious issues whilst maintaining ongoing working relationships.
- Contribute to effective working relationships within the Trust and with external stakeholders.
- Develop and manage a Departmental Intranet Web Site, providing full information on commissioning activities and resources.

8. Human Resource Management

- Contribute to all aspect of Human Resource Management as directed by senior management

9. General

- As a member of the Trust's management team, contribute to innovation and decision-making, and share collective responsibility for decisions made.
- The post-holder is expected to make her/himself aware of, and keep up to date with, Trust and policies, guidelines and decisions. She/he is required at all time to comply with these policies and to raise in advance with the Manager any concerns about fulfilling these obligations.

Infection control

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Trust

In accordance with the Public Interest Disclosure Act 1998 protected disclosures are exempt from this express duty of confidentiality.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.

Quality Assurance

As an employee of the Heart of England NHS Foundation Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risks which have a potential adverse affect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

This job description is not exhaustive and is seen as a guideline for the post. It may be reviewed and changed in discussion with the post holder.