

**Job description and person specification**

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| **Position** | | | | |
| **Job title** | Primary Care Clinical Lead (ENT) | **Directorate** | Medical and Digital Directorate | |
| **Pay band** | Medical Leader | **Responsible to** | Jointly to: Elective surgery recovery programme Clinical Lead and Regional Programme Director | |
| **Salary** | Medical salary based on PA sessional rate | **Accountable to** | London Regional Medical Director and CCIO | |
| **Tenure** | Fixed Term Contract | **Responsible for** | Working alongside the London ENT Clinical Director and London Anaesthetics Clinical Director | |
| **Funding Arrangements** | Programme Funded | **Base** | Wellington House | |
| **NHS England Values** | | **NHS England Behaviours** | | |
| The values enshrined in the NHS Constitution underpin all that we do:   * Respect and dignity. * Commitment to the quality of care. * Compassion. * Improving lives. * Working together for patients. * Everyone counts. | | Our behaviors: leading by example:  * **We prioritise patients in every decision we take.** * **We listen and learn.** * **We are evidence-based.** * **We are open and transparent.** * **We are inclusive.** * **We strive for improvement.** | | |
| **Service and team** | | **About the role** | | |
| NHS England’s London Medical and Digital and Nursing Directorates have a key leadership role in the London health system, with responsibility, in conjunction with other leaders from across the professional spectrum, for delivery of high-quality clinical services for London’s population, in line with the Long Term Plan and the People Plan and other governmental priorities. The prime aim is to secure ongoing improvement in clinical outcomes and the experience of care, reduce unwarranted clinical variation and health inequalities, and optimise use of resources for the population of London.  This role has three components:   * To provide primary care clinical leadership to ENT services in London, including attending and co-chairing the London ENT Clinical Leadership Group, that sits alongside five ICS Networks for ENT services in London. The London ENT Clinical Leadership Group provides clinical leadership in the NHS England (London) regional team to support delivery of the NHS England (London) objectives, including providing clinical leadership and advice on strategic change for London, both within the organisation and to external stakeholders. * To provide expert advice on primary care services in relation to ENT and to raise issues and opportunities to the Regional Medical Director and Regional Chief Nurse, facilitating large scale change to reduce unwarranted clinical variation and leading on projects for continuous improvement. * To be responsible for securing clinical leadership and engagement in the implementation of GIRFT recommendations and other relevant improvement priorities in ENT in London   The post holder will be expected to draw on the views of primary care colleagues in London along with national and international experts as appropriate to support the development of ENT services. | | As a Primary Care Clinical Lead, the post holder will work as part of a dynamic team in leading and managing a London wide clinical programme to deliver national and regional core objectives:   1. To co-chair the appropriate clinical fora and develop an annual work programme that focuses on improving quality and clinical outcomes for patients 2. To align this with the workplans of the operational delivery networks, providing support and ensuring consistent delivery across London. 3. To provide clinical leadership, advice and input within primary care and the community, working with other departments, including Social Care, Nursing, Strategy and Transformation, Performance and Information, Workforce and Finance to support strategic work streams 4. To be a credible ambassador for the regional office and build relationships across organisations and institutions in London and beyond, helping to create a single vision for ENT services in the capital that seeks to deliver consistently excellent care to those from London and beyond who come to London for ENT care, within available resources. 5. To support the Medical and Digital Directorate and Nursing directorates in London Region to develop operating systems and processes which are clinically driven 6. To support the organisation’s way of working, model its values and champion the NHS Constitution | | |
| **Key Job specifics and responsibilities** | | **Key accountabilities** | |  |
| **Strategic**   * Support the Regional Medical Director & CCIO as part of the regional medical leadership team, and together with colleagues support the regional director in the delivery of all regional objectives * To support the Regional Medical Director & CCIO in delivery of statutory functions including the mandated clinical network priorities * The Medical Director contributes to the work of the NHS England Medical & Digital Directorate and personally or through mobilisation of and delegation to their own team members they will contribute significantly to the clinical advisory mechanisms and responsibilities of NHS England * To provide clear clinical leadership on using innovative approaches and aligning tools and levers in order to support the improvement of outcomes for patients and drive up the quality of care * To support development of London ENT services on behalf of the Regional Medical Director (along with the ENT Clinical Director):   + Providing leadership to the ICS-level ENT and Anaesthetic networks and wider teams   + Establishment of a London wide ENT Clinical Leadership Group to support the delivery of quality and clinical outcomes for patients   + To provide a source of leadership to establish a workforce development strategy for ENT services.   + To provide leadership to support the delivery and implementation of national programs of work across London ICSs, and to provide advice to change programmes and any reconfigurations which will ensure the best health outcomes for those using London’s ENT services.   + To provide a source of clinical expertise and advice to providers and commissioners across the London ICSs.   **Leadership**   * To promote equality and diversity and the reduction of inequalities in all the activities of NHS England * To uphold organisational policies and principles on the promotion of equality * To act as a highly credible spokesperson for NHS England and regional office * To work with colleagues in NHS England to support the quality assurance process and support clinical leadership * To support the development of new outcome strategies, as agreed with the NHS Medical Director and others * Work with the national team to develop and implement systems and metrics to measure quality and clinical outcomes to support improvement and monitor performance * Ensure that national commissioning guidance is implemented and that appropriate systems are in place to drive improvements in care and clinical standards * To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes, embedding this approach across the directorate * To support the Regional Medical Director in national and regional work to improve quality and clinical outcomes for patients * To encourage and promote research   **Financial Management**   * Will comply with NHS England standing financial instructions   **Communications and Stakeholder Management**   * To act as a champion for patients and their interests and involve the public and patients in the policy development and decision making of the London regional office * To build effective working with senior leads from partner organisations including; Trusts, ICSs DH, NICE, CQC, AHSNs, NHSX, NHS Digital, Population Health Management team, PCNs, The Royal Colleges and professional specialist bodies, clinicians working in hospitals, community health organisations, primary care and professionals in social care and the voluntary sector to help clinicians identify, share and adopt best practice * To work with national and local improvement teams to deliver objectives * To coordinate and quality assure the provision of expert and evidence based clinical and professional advice to the healthcare system. Recipients will include Ministers, Providers, Sectors and the Department of Health, amongst others * To develop good working relationships with the local diagnostic leads within CCGs and any CSUs supporting CCGs in London alongside the analytics team in the London Regional office responsible for direct commissioning data.   **Developing an excellent organisation**   * To build successful links within the Medical & Digital and Nursing Directorates and across the regional office, with the primary aim of embedding clinical leadership and professional advice at the core of their activities to improve quality and patient outcomes * To build on the capability of the London Medical Directorate and specialised services teams; matrix working, capacity management, developing the culture and operating systems and processes * To provide leadership and management support to the staff working within the directorate, giving feedback on engagement and performance to their line managers as appropriate * To act as a link between the clinical side of the matrix and the corporate functions side * To support the organisation’s way of working, model its values and champion the NHS Constitution * To actively support the development of individuals and the team through appraisal, personal development planning, coaching and mentoring * To ensure regular and productive communications with staff (Directorate or Matrix) * To ensure the health, safety and wellbeing of all staff within the directorate * To ensure compliance with all confidentiality and governance requirements within the department * To adhere to the NHS managers code of conduct and any other relevant professional codes of conduct at all times   **Enabling patient and public involvement**   * To ensure all public and patient contact with the office is of the highest professional standard. * To embed patient and public involvement within the NHS England at all levels of decision making.   **Promoting equality and reducing inequalities**       To uphold organisational policies and principles on the promotion of equality   * To role model and support NHSE (London’s) Race Strategy        To create an inclusive working environment where diversity is valued, everyone can contribute, and everyday action ensure we meet our duty to uphold and promote equality  **Leadership for transformational change**   * To model a collaborative and influencing style of working, negotiating with others to achieve the best outcomes. Embedding this approach across the Directorate. * Maintain a good knowledge of emerging policies from government departments, the organisation in defining the strategy.   **Using insight and evidence for improvement**       To highlight, promote and report innovative approaches to education and training, particularly their impact on service. | | The post holder will be accountable to the Regional London Medical Director and Medical Director for Direct Commissioning, to build effective working relationships with:   * Senior clinicians across the London health and care system * The London Medical & Digital and Nursing directorates * National Clinical Directors and the national Medical and Nursing Directorates * London STP Medical Directors, CLG chairs and Accountable Officers * ODN clinical leaders * GIRFT * Local Government * Voluntary Sector organisation * Patient and service user groups * National clinical leaders responsible for strategy and operational delivery of ENT services, and key Royal Colleges and ENT associations (ie. BSG). * Other chief professional officers * HEE * Mayor’s Office * CQC * NHS Digital * NHSX * AHSNs * Population Health management teams | | |

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| **Organisational structure** |
| |  | | --- | | Vin Diwakar  Regional Medical Director & CCIO  NHS England and NHS Improvement (London)  Regional Programme Director  Elective Recovery Programme  Clinical Lead  London Elective Recovery Programme  Primary Care Clinical Lead  London (ENT)    ICS ENT Networks | |

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| **Person specification** | | | | |
| **Criteria** |  | **Essential** | **Desirable** | Evidence\* |
| **Qualifications** | Professional qualification in medicine, nursing or relevant qualification certified by HCPC  Fellow or member of relevant Royal College, faculty or professional society | **✓** |  | A/I |
|  | Educated to master’s level or equivalent level or equivalent experience of working at a senior level in specialist area. |  | ✓ | A/I |
| **Knowledge and**  **experience** | In depth additional expert knowledge acquired over a significant period in Primary Care Services  Subject matter expertise across several key areas relating toPrimary Care Services ideally with an interest in ENT services, and able to evidence national recognition of their expertise | **✓** |  | A/I |
|  | Proven and significant leadership experience and/or formal management qualification at a sub-regional, regional or national level | **✓** |  | A/I |
|  | Significant evidence of continued professional development | **✓** |  | A/I |
|  | Demonstrated expertise in a Healthcare environment | **✓** |  | A/I |
|  | Significant management experience at senior level in the NHS, ideally with Clinical Director or equivalent experience | **✓** |  | A/I |
|  | Experience of leading and delivering complex change and strategy development programmes in a politically sensitive and complex environment and experience of significant and successful clinical transformation with a strong quality improvement dimension. | ✓ |  | A/I |
|  | On GMC register or equivalent with a licence to practise. | **✓** |  | A/I |
|  | Experience and/or understanding of the UK Health Economy | **✓** |  | A/I |
|  | Commercial expertise |  | **✓** | A/I |
|  | Experience of successfully operating in and delivering priorities in a partnership environment | **✓** |  | A/I |
| **Skills and capabilities** | Ability to deal with challenging situations in a formal setting, including working with Organisational Medical Directors, ICS / CCG leads and the leads of national organisations | **✓** |  |  |
| **Communication skills** | Strong external communications skills in a politically sensitive environment and experience in handling media | ✓ |  | A/I |
|  | Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders as required | **✓** |  | A/I |
|  | Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments | ✓ |  | A/I |
| **Analytical skills** | Ability to analyse highly complex issues where material is conflicting and drawn from multiple sources (verbal, written and numerical). | **✓** |  | A/I |
|  | Demonstrated capability to act upon incomplete information, using experience to make inferences and decision making | **✓** |  | A/I |
|  | Ability to analyse numerical and written data, assess options and draw appropriate initiatives | **✓** |  | A/I |
| **Planning skills** | Leadership, vision, strategic thinking and planning with highly developed political skills | ✓ |  | A/I |
|  | Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly | **✓** |  | A/I |
|  | Experience of managing and prioritising a large budget |  | ✓ | A/I |
| **Management Skills** | Experience in leading major change initiative with entrepreneurialism in a challenging organisational environment | ✓ |  | A/I |
|  | Ability to delegate effectively | ✓ |  | A/I |
|  | Ability to work effectively between strategic and operational activities where required | ✓ |  | A/I |
| **Autonomy/ Freedom to Act** | Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales | **✓** |  | A/I |
|  | Ability to make decisions autonomously, when required, on difficult issues | **✓** |  | A/I |
| **Physical skills** | Working knowledge of Microsoft Office with good keyboard skills. | **✓** |  | A/I |
| **Financial and Physical Resources Management Experience** | Ability to provide informative reporting on finances and impact to Board management. |  | ✓ | A/I |
| **Values and behaviours** | Commitment to and focused on quality, promotes high standards in all they do with clear evidence of significant improvement work from a sub-regional, regional or national perspective. | **✓** |  | A/I |
|  | Able to make a connection between their work and the benefit to patients and the public | **✓** |  | A/I |
|  | Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for patients and able to evidence how they can garner sustained clinical consensus and energy to deliver high quality care. | **✓** |  | A/I |
|  | Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others | **✓** |  | A/I |
|  | Consistently looks to improve what they do, looks for successful tried and tested ways of working, and also seeks out innovation | ✓ |  | A/I |
|  | Demonstrable commitment to partnership working with a range of external organisations | **✓** |  | A/I |
| **Equality, diversity and inclusion** | Will consider the most effective way to promote equality of opportunity and good working relationships in employment and service delivery and has the ability to take actions which support and promote this agenda | ✓ |  | A/I |
|  | Values diversity and difference, operates with integrity and openness | ✓ |  | A/l |
|  | Self-awareness in terms of emotional intelligence, biases and personal triggers with cultural sensitivity and awareness | ✓ |  |  |

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| **KEY TO JOB DESCRIPTION AND PERSON SPECIFICATION COLOUR CODING** | | |
|  | Light Blue | JOB SPECIFIC INFORMATION: Text **can** be amended or additional information inserted |
|  | Dark Blue | ORGANISATION SPECIFIC INFORMATION: Text **should not** be amended |
|  | Black | NATIONAL GENERIC INFORMATION: Text **should not** be amended (denotes banding) |