Final 2024 H-6-BOD-BAND 6-TRD-0548-1



#  Job Description

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| **Job Title**   | **Governance Co-Ordinator**  |
| **Job Family**   | **Business Management and Support**  |
| **Band**   | **6**  |

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| **Context**   |
| The Business Management and Support Job Family provides a generic job description for each Agenda for Change Band 2-9, to recognise the broad and varied business management and support needs of the organisation. Roles in this job family are engaged in the provision of strategic, managerial and administrative support services to NHS England Executives, Directors, Managers and Teams. Through Private Office and Business Support roles. Roles may involve clerical and administrative support, developing and implementing policy and processes, or providing specialist, expert advice and support. The job family supports the Business Management and Support Framework.  This generic job description provides an overview of roles and responsibilities at this this pay band within this job family. Please refer to Assignment Brief (including Specialism Person Specification) for a detailed description of the role.  Please refer to the Appendix to JD for further important information.  The organisation operates a flexible resourcing model which means that post holders appointed to time limited programmes will be flexibly deployed to an alternative programme within NHS England when their existing programme comes to an end.  |

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| **Job Role and Duties**   |
| The post holder will work as part of a team delivering an efficient and effective Business Management Support Service to co-ordinate and support managers and staff in the delivery of their key programmes. Key responsibilities will include: **Planning & Organising**  * Provide business and office management support, contributing to the completion of business returns and reports, update on budgets and supporting team business plan.
* Act as the main point of contact with stakeholders on the management of relevant activities.
* Organising and/or facilitating multi-disciplinary meetings where agreed and present on progress, ensuring that all actions are logged and followed up as required.
* Support teams to ensure that the portfolio of tasks/activities is planned, managed and delivered effectively.
* Support and inform the targeting of resources, monitoring, implementation and evaluation of the tasks/activities by providing high quality support including complex information and analysis, communications and stakeholder management.
* Ensure that all documentation relevant to the business is completed and kept up to date in line with organisational requirements.
* Provide the main point of contact for the business task; lead on regular reporting with local / national teams’, collate returns, undertake analysis, provide update briefings for directors, support evaluation of the programme and enable systems and processes for regional colleagues to share and learn from the outputs of the programme.
* Manage / secretariat relevant meetings, including taking minutes / actions, collating papers and preparing agendas.

**Service Improvement**  * To promote learning, sharing and evaluation of support delivered to appropriate stakeholders.
* Supporting the team to ensure the timely capture of lessons learned throughout the business task lifecycle.
* To support contract management and continuous improvement.
* To work collaboratively across the wider Health and Care matrix.
* Contribute to strategic planning.
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| * Support implementation of strategic modernisation / service improvement, public health, workforce or commissioning strategies and any associated action plans.
* Responsible for the development and maintenance of databases required for regular reports. **Analysis & Judgement**
* Undertake complex and detailed information analysis of specific activities / reports requiring high levels of concentration, which may require comparing a range of options.
* Update, maintain, manipulate data, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice.
* Monitor and evaluate risks and issues using a tracking mechanism to enable a proactive resolution and escalation processes.
* Contribute to the information management of performance, taking a lead for specific activities.
* Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested. **Communication**
* Ensure effective communication and stakeholder management with a range of organisations and individuals, researching and drafting correspondence and papers and ensuring the management of specific tasks, lead reporting and analysis across a range of specialties, functions and activities.
* Work with members of the team and key stakeholder to investigate the causes of any variance from plan / delivery targets and contribute to the implementation of solutions.
* Support the development of internal and external communications where required by regular contact with the teams, stakeholders and Communications team.
* Responsible for preparation of correspondence and complex papers, as directed by the Manager.
* Communicate information, risks, issues and dependencies, including briefings and reports to teams, sponsors and a range of internal and external staff.

**Financial Management**  * Supporting budgeting, forecasting and tracking spend of activities; ensuring that appropriate justification exists, and that authorisation has been granted
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|  | for all expenditure. Supporting the development of business cases for resourcing and activities expenditure.  |
| •  | Continually strive for delivering business / activities / function outcomes, value for money and greater efficiency.  |
| •  | Contribute to the financial delivery of the service ensuring it is cost effective and delivered on time. **People Management**   |
| •  | Provide specialist training, advice and support on own role/responsibilities where necessary.  |
| •  | Support training and induction of new staff.  |
| •  | Responsible for team supervision.  |
| •  | Participate in the recruitment process. **Research and Development**   |
| •  | Actively support and contribute to the development of key performance indicators for the successful assessment of performance.  |
| •  | Test and review new concepts, models, and practices.  |
| •  | Undertake surveys or audits as necessary.  |
| •  | Contribute to ensuring there are processes in place for spreading and sharing learning and outcomes. **Policy and Service Development**   |
| •  | Propose changes to own area, informing policy and making recommendations for the delivery of other activities  |
| •  | Contribute on development, implementation, monitoring and evaluation of new information systems.  |
| •  | Contribute to the development of performance and governance strategies and the development and implementation of improvement programmes.  |

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| **Key Accountabilities**   |
| * Co-ordinating business support.
* Efficient business support given to individuals and teams.
* Providing accurate data and information.
* Informing key stakeholders of business updates, progress and risks.
* Developing and maintaining comprehensive business plans.
* Promoting objectives and learning from business programmes.
* Please refer to Assignment Brief for more information where applicable.
* Please refer to the Appendix to JD for further important information.
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| **Role Dimensions**   |
| **Key Relationships (External)**  Operational colleagues within partner organisations may include but not exclusively: * NHS Trusts and NHS Foundation

Trusts. * Department of Health & Social Care.
* Care Quality Commission.  Relevant national policy leads  Local Government.
* Provider organisations /

Sustainability and Transformation Partnerships/ Integrated Care System and Clinical Commissioning Groups etc. * Commissioning support organisations.

Patients and their representatives and the wider public where appropriate  | **Key Relationships (Internal)**  * Business lead.
* Programme working groups.
* Internal project team.
* Senior management team.
* All NHS England employees will be expected to form key relationships across the two organisations.
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| **Numbers and types of staff managed**  Day to day supervision of team.  |
| **Budget Managed**   Monitor the budget in regard to their own team or department.  |



#  Generic Person Specification

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| **Job Title**   | **Business Co-ordinator/ Executive Assistant**   |
| **Job Family**   | **Business Management and Support**   |
| **Band**   | **6**   |

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| **Criteria**   | **Essential**   | **Desirable**   | **Stage Measured at:**  **A = Application**  **I = Interview**  **T = Test**  **P = Presentation**   |
| **Education /**  **Training /**  **Qualifications**   | Educated to a degree level or equivalent level of experience of working at a similar level in specialist area. Further training or significant experience to post-graduate diploma level.  |   | A/I  |
| **Knowledge and** **Experience**   | Previous experience in business support. Experience and understanding of evaluating and measuring the performance of services. Experience in communications and stakeholder management. Experience of providing business support to senior managers and managing relationships between senior professionals.  | Comprehensive knowledge of project management and/or health information systems development. Workforce development knowledge and experience. Previous experience in similar role in a  | A/I  |

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|   |   | healthcare or public sector environment. A good understanding of the health and social care environment and roles and responsibilities within it.  |   |
| **Skills / Abilities**   | Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines. Takes decisions on difficult and contentious issues where there may be several courses of action. Ability to analyse and interpret information, pre-empt and evaluate issues, and recommend an appropriate course of action to address the issues. Advanced keyboard skills. Problem solving skills and ability to respond to sudden unexpected demands. Attention to detail combined with the ability to extract key messages from complex analysis. Strategic thinking – ability to anticipate. Consistently thinks about how their work contributes to better outcomes for patients.  |    | A/I  |

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| **Interpersonal** **Skills**   | Skills for nurturing key relationships and maintaining networks. Professional calm and efficient manner. Demonstrate a strong desire to improve performance and make a difference by focusing on goals. Adaptability, flexibility to work and ability to cope with uncertainty and change. Ability to change ways of working to aid cooperation within and between teams in order to achieve results.  |    | A/I  |

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| **Equality, diversity and inclusion**   | Fosters good working relationships and values difference. Adherence to Confidentiality statement within the job description appendix and the Data Protection Act 2018/General Data Protection Regulation (GDPR). Upholds the Equality Act 2010 and the Public Sector Equality Duty. Upholds our commitments as a Stonewall Diversity Champion, Disability Confident Employer and Mindful Employer. Promotes high standards for improving diversity and equality, as per the [Workforce Race Equality Standard a](https://www.england.nhs.uk/about/equality/equality-hub/equality-standard/)nd [Workforce Disability Equality Standard.](https://www.england.nhs.uk/about/equality/equality-hub/wdes/)    |   | A/I  |
|   | Promotes gender equality and supportive of closing our Gender Pay Gap.   |   |   |
| **Mobility**   | National travel is required for the majority of NHS England roles, please refer to assignment brief for specific details.  |   | A  |

**The organisation seeks to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the**

**terms of the Equality Act 2010 to accommodate a suitable disabled candidate**





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