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**JOB DESCRIPTION**

**JOB TITLE: CHIEF OPERATING OFFICER**

**REPORTS TO: CHIEF EXECUTIVE OFFICER**

**Job Summary:**

We are looking for a new Chief Operating Officer (COO) to join our ambitious team and ensure the delivery of safe, high quality and effective services. Our mission is to bring our people, communities, and partners together - providing patient care we can all be proud of, and your energy and leadership will be critical to our success. We have a strong reputation locally and regionally for building effective partnerships and we are seeking a Chief Operating Officer who will play a proactive role in developing our successful networks within our ICS, our member practices and partners. You will have experience in working collaboratively with partners, preferably within health care with working knowledge of Primary Care, to develop integrated solutions and will bring this to ensure the changing needs of our patient population are met.

We are looking for an inclusive leader who will engage colleagues in the delivery of our vision and empower them to take part in the leadership and wider development of our organisation. You will bring a strong track record of leadership at or near Board level.

**Main Duties and Responsibilities:**

The COO will have day to day executive leadership responsibility in the organisation for ensuring the successful system wide operational delivery & performance of all clinical and support services, and through such delivery, for supporting health improvement at an individual and population level.

* Play an active role within the senior team and contribute to the overall development and implementation of the organisation's long term vision, strategic direction, and governance arrangements
* Act as the executive lead for the delivery of clinical and service operations
* Work as part of a cohesive team and when necessary to take a lead for corporate issues outside the immediate sphere of responsibility in order to achieve the corporate objectives of the organisation
* Ensure excellence in delivery of the operational services for our patients
* Liaise with a wide range of clinical, administrative, and managerial staff to support the delivery of services
* Deliver mandated operational performance standards for our patients
* Ensure the Head of Operations is delivering key objectives and strategic aims, including managing risks and issues
* Provide leadership, guidance and support to the services and teams within Nimbuscare, within a clear and effective accountability framework to deliver the annual operational plan and organisational objectives
* Develop and maintain effective relationships with our member practices and key stakeholders, working in collaboration with partners across the area to ensure high-quality and sustainable services for our patients
* Promote effective professional leadership by coaching individuals to take appropriate decisions and support a teamwork approach
* Foster a culture that values continuing professional development and strives for excellence in the delivery of experience and patient care, embedding a continuous improvement approach
* To support the establishment of best practice and enhance the management skills of the team through training, coaching and mentoring those responsible for delivering and contributing to projects and services
* Lead and participate in relevant steering groups and provide advice, expertise, and support where requested
* Responsible for line management of the Head of Operations
* Lead the development CQC action plans and hold senior responsibility for the delivery against CQC KLOEs.
* Ensure predictive operational management is in place which anticipates and manages both opportunities and problems in service delivery and ensures sustained and resilient delivery of services
* Ensure execution of capacity and demand plans to facilitate optimal allocation and efficient utilisation of capacity to deliver plan
* Work with HR Manager to ensure effective workforce planning for current and future service models with proactive approaches to recruitment and retention
* Take Board responsibility for all emergency preparedness issues within the organisation and business continuity planning
* Ensure robust plans are in place to respond to external and internal incidents as necessary and oversee a comprehensive testing programme to ensure plans are fit for purpose and remain valid when service reconfiguration or service improvements are planned
* Work collaboratively with other executive team members, sharing corporate responsibility and accountability for setting objectives and achieving goals to ensure the improved performance of Nimbuscare
* Undertake Executive Director on call responsibilities as and when required
* As part of the wider team, to review working practices and suggest improvements, ensuring continual quality improvement
* Required to comply with all relevant national and local statutory and mandatory requirements including Health and Safety, Infection Control

*The job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list. The job will evolve over time to reflect the changing needs of Nimbuscare and its services as well as the personal development of the post holder.*

**Person Specification**

**Job Title:** Chief Operating Officer

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| **Criteria relevant to the job** | **Essential Criteria** | **Desirable Criteria** | **Method of assessment** |
| **Qualifications** | Commenced or completed relevant master's degree or equivalent experiential learning.  Specialist technical knowledge relating to Chief Operating Officer role.  Evidence of continuous professional development. | Knowledge of working in the healthcare sector / NHS | Application |
| **Experience** | Demonstrable and successful recent experience and achievement at Board/sub board level or equivalent in a similarly complex organisation.  Proven track record of outstanding leadership in clinical service delivery and innovation in healthcare.  Proven experience of effective demand and capacity planning.  Track record of leading successful change programmes, including service improvement, cultural change, outcome improvement and cost efficiency.  Demonstrable experience of developing relationships into productive partnerships, cross boundary working and working with stakeholders at all levels to achieve system and organisational excellence  A record of successful workforce, financial and resource management, ensuring high performance and holding individuals to account.  Demonstrable experience of using data to lead improvement Track record of building high performing, cohesive teams, and inspiring others to achieve excellence.  Track record of pro-actively managing performance | Experience of working in complex organisations in both public and private sector | Application and interview |
| **Skills and Knowledge** | Excellent interpersonal skills and significant personal credibility.  Committed to the ethical standards expected of public sector leaders in the UK, including the ‘fit and proper persons’ test.  Resilient and determined to overcome challenges, recover from setbacks, and demonstrable persistence to deliver strategic objectives.  Strategic thinker with highly developed influencing, persuasion and negotiation skills and using them to bring about change and develop services, standards, and systems.  Resilient under pressure and calm in a crisis into outcomes.  Understanding of the NHS, its infrastructure and partner organisations.  A high standard of IT literacy, comfortable with using MS Office applications and a range of IT systems.  Financial awareness and business acumen.  An understanding of budget control and financial considerations of services  The ability to demonstrate analytical, logical and systematic approach to problems  The ability to work to tight and often changing timescales  Demonstrated capability to plan over short, medium and long term time frames and adjust plans and resource requirements accordingly  To prioritise own workload effectively and be able to support others  Personal credibility, with the ability to quickly gain confidence.  Passionate about high quality patient care and delivering outstanding outcomes.  Committed to a culture of continuous improvement, and learning.  Highly motivated, with an enthusiasm to learn and develop and a willingness to undertake training required for the job  Able to cope with the demanding nature of the role.  Personal values - highest standards of personal integrity and adherence to Nimbuscare's values.  Use own initiative to suggest relevant actions and make recommendations with the aim of improving deliverables and compliance  Excellent presentation skills  Excellent communication skills – written and verbal  Works well with others, is positive and helpful, listens and involves, respects, and learns from the contribution of others | Experience of people management | Application and interview |
| **Physical skills** | Own transport |  |  |