



University Hospitals Birmingham
NHS Foundation Trust

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Contract Services Lead
Pay Band	8a
Department	Contracting
Division	Finance
Reports to	Head of Contracting Services
Professionally Responsible to	Head of Contracting Services
JOB SUMMARY	

JOB PURPOSE:

To support the Head of Contracting services by working as a key member of the contracts team to support the overall aims and objectives of the Trust's Contracts team covering all hospital sites.

Will have delegated lead responsibility for a significant and considerable portfolio of legally binding healthcare contracts with specified Commissioners involving:

- Negotiation, agreement and lead responsibility management within an agreed framework and in line with Trust Board-approved financial timescales and legal requirements.
- Ensuring all contractual paperwork is kept up-to-date and in line with departmental, Trust, Local Healthcare economy and National policy.
- Involved in the negotiation, production and management of the Trust's Service Level Agreements.
- Monitoring of Statutory and locally agreed performance monitoring targets.
- Leading on commissioner and provider instigated service redesign programmes e.g. SDIPs and QIPP initiatives.
- Contribute to the Strategic and Business Planning Programme.
- Leading on the answering of service based queries raised by Commissioners and Freedom of Information Requests.
- To provide advice to clinicians and senior managers on healthcare contracting and commissioning matters.
- To contribute to the management of Contracting team including the management of Trust Contract Managers and Trainee Contract Managers
- Deputise for the Head of Contracting services.
- Responsible for Prior Approval and Individual Funding Request processes and ensuring the maintenance of a database of all requests.
- Responsible for facilitating the Trusts submissions for all bids to provide healthcare activities from tender and negotiation through to contract, ensuring complete and accurate documentation to successfully meet all necessary criteria.
- To manage the completion of tenders for healthcare activity from tender and negotiation through to contract, ensuring complete and accurate documentation to successfully meet all necessary criteria.

KEY WORKING RELATIONSHIPS:

Internal:

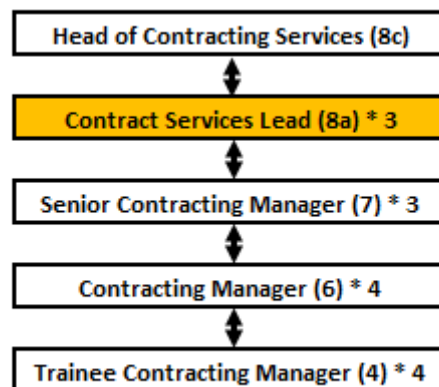
- Director of Contracting, Heads of Income, Head of Contracting Services,
- Divisional & Group Finance, Operational and Clinical Managers
- Chief and Deputy Chief Operating Officers.
- Performance and Quality Leads
- Divisional Clinical and Operational Directors and their General Management Teams, Clinical Service Leads and other clinical staff including Pharmacy.
- Staff from Trust Departments including Finance, Nursing, Health Informatics, Clinical Governance, Delivery, Service Improvement, Performance, Procurement, Policy & Planning.

External:

Commissioning, Contracting, Quality, Supplier, Service and Finance Leads from:

- NHS England Specialised Services, Armed Forces, Dental and Public Health.
- ICBs, GPs, Pharmacists, Local Authority.
- Clinical Supports Units (CSUs)
- Other Providers and sub-contractors including Independent Sector Providers
- Private Commissioners

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- The post holder will require excellent interpersonal and communication skills since they will be using highly complex and highly sensitive information to negotiate contract schedules where there may be significant barriers before agreement is reached. In reaching agreements, the post-holder will need to be highly analytical in weighing up disparate information sources including activity, finance, operational, performance management to determine the most appropriate approach without precedence.

- The post holder will have the ability to communicate verbally and in writing with all levels of management and Clinical staff in a concise, confident and accurate manner-giving due regard to confidentiality.
- The post holder will require highly specialised knowledge, gained through years of experience, of all the NHS Standard Contract Documentation and related Guidance as well as highly developed clinical, operational, financial and excellent analytical skills to effectively negotiate contracts and service level agreements, to a range of staff with varying experiences and knowledge.
- The post holder will have delegated responsible within procurement processes in assessing and putting forward bids on behalf of the team.
- The post holder will take a lead role in supporting the Head of Contracting Services for the commissioning activities of the Trust ensuring activity is captured in contracts and managing staff, on a day-to-day basis, within competing work streams to ensure that the objectives of the team and department are met through the adjustment of work plans. In delivering work objectives, it will be necessary to develop working practices and policies for the team. This work may involve the design of computing systems to ensure requirements are met.
- The post holder will have responsibility to train staff within the team on a day-by-day basis and across the organisation in Contractual related matters for example Procedures of Limited Clinical Value and Individual Funding Request Policies and Procedures, and Contractual and Procurement processes.

KEY RESPONSIBILITIES

Support the Management of Trust's Contracts – Management of others

- Agree contracts and service level agreement documentation ensuring there are signed copies in place meeting all statutory obligations and agreed NHS policy, whilst minimising the risk to the Trust and in consultation with the Head of Contract Services Ensure that Contract variations are approved by all appropriate staff and that Contract Documentation is kept up-to-date.
Ensure that Contractual proposals are assessed via the analysis of historical, referral, financial data & activity trends and changes in clinical practice.
To be the organisational specialist on the Contract Portfolio that you are responsible for.
- Working in collaboration with the Head of Contracting services and other Heads of Department to ensure regular and timely contract monitoring reports for Contract Review Meetings across activity, performance and service delivery and respond in an appropriate and timely manner to all commissioner requests and challenges.
- To work with the Head of Contracting Services to ensure that effective and robust arrangements are in place to monitor and deliver all contractual performance targets, priorities and processes. Notify key trust personnel of material variations promptly and agree action plans with Commissioners and Operational and Clinical staff to manage activity and performance.
- When required under the contractual performance management scheme (and where required by commissioners whether by formal Performance Notice or through an agreed Service Development Improvement Programme), ensure rectification plans and improvement strategies are developed which achieve the standards and targets



required. Work in collaboration with Trust managers to ensure these are delivered within the challenging timescales laid out in the contract.

- Work closely with Finance Managers to ensure that invoice processing is undertaken on a timely basis and advise Finance and Operational Managers on matters relating to contract-related income.

Support the Management of Trust's Contracts

- Support the Head of Contracting services in providing assurance to the Director of Contracting, through the provision of a rolling annual programme of internal audit, that comprehensive information systems are in place and regularly reviewed and improved, to provide robust trails for the provision of accurate and complete performance reporting under Contract and for other interested external bodies e.g. Care Quality Commission, Monitor, internal and external audit.
- Ensure that Trust's Contracting (information) systems are comprehensive and robust in monitoring progress against plans and performance targets.
- Ensure that the Contracts function provides an active surveillance service looking for all new healthcare procurement opportunities and bringing these to the attention of Operational teams. Providing a facilitation service to Operations to manage bid completion ITT, PQQ, tender to contract negotiation and sign off, highlighting any business risk and ensuring a due diligence review is completed in each case.
- Develop and maintain highly effective relationships with senior staff of departments in corporate functions including Informatics, HR, Finance, Planning, Service Improvement, Performance and Clinical Governance Teams. Ensure all relationships are constructive and add value to the operation of the Trust and ensure all data requirements are understood and delivered.
- To ensure that information is available to the Trusts Senior Management team so that they are forewarned of organisational issues/risks associated with Contractual targets and NHSE policy as appropriate.
- To present performance reports as required and regularly to relevant commissioning and contracting external fora.
- Present business cases for service changes & developments to Commissioners. Monitoring service improvement performance trends and initiating detailed discussions with divisional management teams, heads of department, and senior clinicians where variations occur.
- Managing the prior approval, high cost low volume authorisation and IFR processes ensuring procedures are in line with NICE guidelines and existing contractual agreements, and inputting data into relevant systems.
- Provide detailed analysis and feedback on performance and policy issues to Senior Managers and Commissioners. Draft responses to communication on behalf of other Senior colleagues.
- Act as a divisional link between the Trust's operational and clinical teams, providing advice, information and support.
- To run key Contracting Projects which may include: Evidence Based Interventions, CQUIN, Contractual Fines and Challenges, Tenders, Insourcing and Outsourcing and Commissioning Intentions etc.



Information Analysis

- Interrogate a variety of information sources and systems to extract complex activity data.
- Ensure that Contractual proposals are assessed via the analysis of historical, referral, financial data & activity trends and changes in clinical practice.
- Modelling and analysis of complex activity information, waiting times and performance data using 'Access' databases and 'Excel' spreadsheets.
- Design bespoke spreadsheets and database models to manage activity that does not fall under the National Tariff.
- Analyse data to ensure the consistency and integrity of Trust reporting and identify, understand and articulate the reasons for any fluctuations.
- Utilise a range of software to present information in a format suited to the end user, e.g. graphs, written reports, scenario modelling.
- Assist in the development of systems to improve the overall efficiency of the Contracts Team, particularly in the use of computer software to automate tasks.

Reporting

- Manage the production of monthly internal reports to Trust and Divisional Boards in accordance with strict deadlines.
- Interpret and distribute complex, sensitive information to Commissioners and Trust Managers.
- Investigate and independently resolve queries from Commissioners and Divisions.
- Identify activity, financial and performance trends to present to Commissioners and Trust Managers.
- Meet tight deadlines in order to ensure timely production and distribution of contract monitoring, reporting and performance data to Commissioner and National Contacts.

Service Improvement and Quality

- Contribute to the commissioner agreed service redesign programme with Trust Operational managers and CCG GPs and programme leads and where required manage change by liaising with key individuals at all levels of all organisations involved in service redesign and improvement. This will include helping to identify and embed opportunities to improve 'system' value.
- To work with the Trusts senior management team to identify new and emerging technologies, treatments and models of care delivery to discuss with Commissioners and contribute towards the annual business planning cycle, ensuring the interests of the Trust are met including congruence with the Trusts objectives, vision and values.
- Work closely with all key stakeholders involved in planning, delivering, and developing care to deliver significant improvements in services which are both clinically focused and patient driven. This will include multidisciplinary clinical teams, lead clinicians, local champions, and senior managers. This will include full participation with the annual planning cycle and identification of service developments.
- Facilitate improvement in patient and carer experience and the efficiency with which services operate by appropriately utilising service redesign techniques such as process mapping, demand and capacity and statistical process control, whilst simultaneously embedding the use of these tools in the organisation.



- Ensure that there are developments and improvements across the primary and secondary care interface by undertaking work with Trust managers, Clinicians, Clinical commissioners, GPs and Consultants in the areas identified within the contractually agreed Service Development Improvement Programme.

Policy & Research

- To maintain own specialist knowledge of national and local policies relating to Healthcare Contracting, Healthcare delivery, Department of Health Policy, Payment guidance and to interpret these policies and advise the organisation on their application and impact.
- Provide detailed analysis and feedback on performance and policy issues to Senior Managers and Commissioners. Draft responses to communication on behalf of other senior colleagues.
- Responsible for maintaining own up to date awareness and understanding of emerging governmental health policy. This can be complex in nature requiring highly developed theoretical and practical knowledge across a range of disciplines including finance and economics, human resources, estates management and medicine.
- To undertake audit activity as necessary for own work and to provide assurance to Commissioners and the Director of Contracting that externally reported contractual performance is accurate and complete.

BUDGETARY AND RESOURCE MANAGEMENT

Financial and Information Records

- Responsible for activity based databases including contract-monitoring databases, updating contract targets as and when necessary, preparation and input of other contract monitoring data.
- Contribute to the provision of robust modelling and reporting systems for performance monitoring and financial forecasting. Inform the Income team once a contract is agreed and of any changes in values, so that SLAM (the Trust contract monitoring can be updated).
- Respond to commissioner queries on activity figures, checking any affected records against source data tables and correctly identifying derived chargeable activity. Ensure that commissioners receive all data directly attributable to them as the Lead Commissioner, including High Cost Low Volume activity.
- Ensure systems are in place so that regular and ad hoc monitoring reports are submitted in a timely basis in line with the legal and financial requirements of the Contracts.
- Ensure that commissioners concerns regarding the availability and accuracy of their data, liaising with senior Informatics staff to address any shortfalls or difficulties.
- Ensure that Information Governance / GDPR guidance is adhered to and discuss any issues with commissioners / providers as required
- Work closely with Finance Managers to ensure that invoice processing is undertaken on a timely basis and advise Finance and Operational Managers on matters relating to contract-related income.
- Ensure that Income staff are aware of the financial implications and risk related to

performance and contract challenges.

- To work within the framework of Contractual Payments and Contract or SLA Documentation and Guidance.
- To undertake audit activity as necessary for own work and to provide assurance to Commissioners and the Director of Contracting that externally reported contractual performance is accurate and complete.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

- Support the Head of Contracting in the recruitment, management, supervision, motivation, appraisal and development of staff within the Contracts Team:
 - Ensure all relevant UHB employment policies are applied and ensure all team members have effective personal development and review sessions and that staff are provided with appropriate learning opportunities.
 - Ensure that all team members understand the Trusts core vision and values, the departments objectives and that each team member has an agreed set of personal performance objectives each year including at least one stretching or challenging objective.
- Take responsibility for own development needs and those of the team.
- Support the Head of Contracting Services in developing a specific training programme for junior contract managers including responsibility for coaching them through their chosen academic course of study and responsibility for their formal vocational training programme.
- Ensure this externally facing team maintain excellent standards of professionalism and client care, representing the Trust well at all times.
- When necessary to take a supportive role in the Performance Management of any individual within the team, complying with current Trust HR policy at all times.

RESEARCH AND DEVELOPMENT

- To be responsible for undertaking internet research to stay up to date and maintain level of expert knowledge with regards to: emerging health policy, annual releases of the DH/NHSE legally binding contract template, contracting and commissioning guidelines, HSCIC data definitions, Case-mix (HRG) grouping, PbR and payment policies, Tendering, 'Any Qualified Provider' and EU procurement legislation.
- To be responsible for undertaking internet research to maintain up to date knowledge and expertise of clinical service areas to inform: commissioning negotiations, preparation of funding bids for new technologies and/or individual cases, service development and delivery programmes and implementation of best practice in all areas of work programme.
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EFFORT



Physical Effort

The post holder is required to manage their time between office based team supervision at Regents Court and attending meetings at the Queen Elizabeth site or off-site. The post-holder will have to manage their time flexibly to achieve deadlines.

Advanced keyboard skills are needed. Due to strict deadlines that have to be met, there is a requirement for speed and absolute accuracy for long periods involving complex data analysis and report writing at a computer

Emotional Effort

The post holder will be required to communicate unwelcome or contentious news both verbally and in written format to Clinicians, Operational Managers and Patients with respect to funding of Individual Funding Requests and Contract performance both verbally and written to Executive Director level.

The post holder is required to lead discussions requiring negotiation and persuasion skills, often presenting complex information or negotiating contentious or difficult elements to deliver a successful objective.

The post-holder will act as the Trust interface for receiving and dealing with complaints from commissioners, sub-contractors, patients and other third parties. The post-holder also oversees the Individual Funding Requests function which may involve responding to queries or appeals from MPs, patients and patients representatives as well as commissioners.

The post holder will be required to remain calm, collected and professional at all times, despite being exposed to demanding and stressful situations.

Mental Effort

Daily requirement for long periods of intense concentration in order to analysis performance data, statistics and policies, check documents, write complex reports and manage conflicting priorities with strict deadlines. Ability to maintain focus despite regular interruption and distraction. Ability to remain calm and composed in heated negotiation situations.

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION



This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: **August 2020**



PERSON SPECIFICATION

JOB TITLE: Senior Contracts Manager	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Degree Graduate level • Evidence of ongoing Continuing Professional Development. • Training in Microsoft Access and Excel to an advanced level or evidence of equivalent knowledge. • Experience of effective team working. 	<ul style="list-style-type: none"> • Qualified to Master's Degree level or can demonstrate substantial experience of working at this level within the subject area. • Evidence of management training.
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent technical knowledge and experience of the NHS contract and NHS contracting • Experience of the Commissioning Process. • Experience of performance management and presenting performance information to senior clinical and managerial teams. • Understanding of NHS Policy, including the NHS Operating Framework, key targets, and the NHS financial and commissioning processes e.g. Patient Choice and ability to interpret policy for implementation. • Familiarity with principles of clinical service redesign. • Ability to manage and deliver multiple complex projects within agreed timeframes. • Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales. • Highly computer literate with software packages including MS Access, Excel and Word. 	<ul style="list-style-type: none"> • Knowledge and Experience of the Procurement Process. • Experience of implementing NHS Policy and Legislation. • Experience of Change Management. • A strong understanding of NHS Information systems and Information Governance.



<ul style="list-style-type: none"> • Management experience, including substantial experience at a senior level. • Effective communicator with a wide variety of NHS and non NHS organisations that contribute towards healthcare provision • Experience of managing staff. 	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Effective communication and presentation skills both written and verbal. • Strong inter-personal skills including the ability to establish and maintain positive working relationships with colleagues at all levels from within the organisation • Able to understand, disseminate and present complex information, using both verbal and written disciplines. • Developed Negotiation and influencing skills and the ability to facilitate a workable compromise and ability to influence others, across the full range of professions and organisations. • Effective decision-maker. • Close attention to detail. • Professional and Positive attitude, tactful, diplomatic, courteous and respectful. • Strong Organisational and Time-Management skills and ability to work under pressure. • Ability to manage and deliver multiple complex projects within agreed timeframes. • Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales. • Ability to network and manage relationships effectively. • Ability to organise own and others 	



<p>workloads and manage conflicting priorities and agendas.</p> <ul style="list-style-type: none"> • Excellent analytical skills and ability to interpret and communicate complex, controversial and conflicting points articulately. • Assessing and judging complex information relating to financial, operational, and corporate performance against all aspects of the Contract, NHSE policy or datasets • Comprehensive IT skills including the use of Financial Systems and Databases. Experience with Microsoft Office products/other software packages including the ability to design highly complex spreadsheets, reports and databases. • Excellent keyboard skills, including a high standard of analytical ability making best use of the available functionality within Microsoft Software packages. 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work to tight deadlines and prioritise workload. • Planned and organised approach. • Calm under pressure. • Accurate, Methodical and close attention to detail. • Professional. • Displays a smart, appearance, and integrity. • Confident, Resilient, Calm and Credible. • Strong team player. • Adhere to and ensure compliance with relevant Health and Safety legislation. • Ability to travel to fulfil the role involving travel between both hospital sites and offsite 	



elsewhere, as required.	
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