Job Description	
Role title	GPCB Urgent Care Programme Manager
Location(s)	The post will be based at Osprey Court in South Bristol but there may be a requirement to work across the Bristol, North Somerset and South Gloucestershire (BNSSG) area. We have a hybrid working policy which requires staff to work a minimum of 2 days in the office, within general practice or at locations of our system partners.
Job Purpose	To understand the Urgent Care landscape and to align General Practice priorities and those of the system, through the implementation of transformational projects which improve and develop Urgent Care pathways for patients.
Job profile	• Enable general practice to feed into the design, development, and mobilisation stages of a model of care that delivers the outcomes of the Urgent Care workstream objectives, reduces inequalities across the system and responds to local needs • Lead the Urgent Care GPCB Committee who will feed into the work and have oversight of general practice processes – made up of representatives across the six GP localities and those with specialist interest in this workstream • Develop and implement a general practice programme plan of Urgent Care priorities • Support GPCB to ensure sufficient resource available to general practice to deliver the programme plan • Provide single contact point for other BNSSG providers, the system workstream programme team and general practice • Develop and maintain relationships with key stakeholders both internally and externally • Share information with general practice, secondary care and ensure engagement • Work well with workstream management team (ICB, Trusts) to develop shared objectives • Scope and define projects and initiatives in support of the workstream plan, including providing information, analytical advice and expertise as needed • Contribute to business plans, dashboards, risk logs and other programme documentation to support the achievement of identified workstream outcomes

	• Recruit and provide line management to project managers to deliver agreed workstream projects • Build and maintain good working relationships with a broad range of internal and external stakeholders (clinicians, managers, providers etc.) on a range of operationally sensitive issues. • Produce and present reports, requiring the collection, analysis and interpretation of a wide range of data including differing expert opinion/recommendations.
Line management responsibility	Project managers when required
Responsible to	Executive Director – Transformation and Strategy
Budget Holder	Yes
Salary	Pay Band E4 – E16 £44,852 to £54,955

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE
Essential • Qualification in management, or project management related subject or demonstrable equivalent professional development • Knowledge of health service management and delivery, including primary care. **Desirable** • Experience of working in primary care. • Knowledge of strategic urgent care initiatives • Knowledge of and recent experience of current developments in NHS • Line management experience
PERSONAL QUALITIES, SKILLS AND ATTRIBUTES
Essential • Ability to articulate and advocate the value of collaborative working to benefit patient need • Capable of working autonomously with minimal supervision • Excellent oral and written communication skills, interpersonal skills, relationship building skills

- Ability to present concise and considered information
- Ability to understand complex primary care agendas and relationships
- Ability to coach and challenge others in a supportive and constructive way
- Skilled in developing consensus where there are strongly held differing views providing judgement where advice expert opinion differs
- Able to work effectively within diverse groups and teams
- Capacity to communicate effectively with others, employing skills to motivate, negotiate and influence
- Able to use skills to encourage innovation and collaborative working