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| Last updated: | March 2023 |

**JOB DESCRIPTION**

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| Post title: | **Business Planning Manager (NETSCC)** | | |
| School/Department: | NIHR Evaluation, Trials and Studies Coordinating Centre (NETSCC)- School of Healthcare Enterprise and Innovation (HEI) / | | |
| Faculty: | Medicine | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Assistant Director Contract Performance and Compliance, NETSCC | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based, with hybrid working options available | | |

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| Job purpose |
| Reporting to the Assistant Director Contract Performance and Compliance (NETSCC), the post-holder will be responsible for managing NETSCC’s business planning framework and risk register, ensuring that organisational and contractual reporting requirements are met. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Business Planning**  To be responsible for managing the NETSCC annual business planning process including the development and implementation of:   * A clear, agreed process for the development and review of service business plans to feed into the overarching NETSCC business plan and monitoring process, incorporating any requirements to link into the business planning process for the Faculty of Medicine and the National Institute for Health and Care Research (NIHR). * An organisation-wide business planning calendar which clearly sets out for (and is understood by) all involved and which sets out the detailed tasks and key milestones required to ensure the timely delivery of the annual business plan and in year monitoring process. * A set of tools/templates designed to efficiently elicit the timely, appropriate contribution of all service colleagues to create robust stand-alone service business plans which also feed into NETSCC’s overarching planning process/business plan content. * The development and in-year review of service and the overarching business plans through a series of annual workshops and routine meetings. * Maintaining the corporate risk register. * Producing updates for contractual KPIs, the business plan and corporate risk register to meet contractual reporting requirements. | 50 % |
|  | **Senior Management support:**   * Responsible for maintaining and implementing an agreed process for handling new, additional work requests from Department for Health and Social Care. * Responsible for maintaining up-to-date details on Value Release activities within NETSCC and working with others within School Healthcare Enterprise and Innovation on any variations to contract. * Responsible for developing a business plan/KPI performance dashboard for the Contract Management and Planning Executive Group. * Providing support to Assistant Director Contract Performance and Compliance on activities relating to contract re-tendering and extensions. | 15 % |
|  | **Project Management:**   * Hands-on management of the more complex medium and long-term administrative functions, including the implementation of change projects and the development of innovative, forward-looking processes that contribute to the continuous improvement agenda and also enhance collaborative working across NIHR. * Policy and work instruction development and writing. Support the development of our ways of working through developing new policy documents, ways of working, business plans and reporting. To draft reports and deliver briefings and presentations, as required. | 15 % |
|  | **Analysis and Reporting:**  Apply robust analytical skills and knowledge of business planning to carry out background research and complex analysis, producing reports, management information, recommendations, briefing papers, presentations and documentation to inform decision making by senior management. | 10 % |
|  | **Liaison and Communication:**  Build and maintain effective internal and external relationships with key stakeholders. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Senior managers in NETSCC and NIHR.  Other members of the department/University staff.  External customers. |

| Special Requirements |
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| * Post holder may be required to undertake planned travel within the UK to attend meetings, events or conferences. * Flexible hours of work may be required for events, meetings etc. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree in a relevant field ie business management  Proven experience of managing outcomes in a specialist field, including business planning and performance management.  Proven project and people management skills.  Able to apply experience and awareness within specialist field and offer expert advice to senior managers. | Experience of developing and implementing corporate business planning frameworks.  PRINCE2 or similar project management qualification.  Able to appreciate NETSCC and NIHR priorities and to apply these in managing work outcomes. | Application,  Interview |
| Planning and organising | Able to plan and manage major new projects or significant new activities, ensuring plans complement broader organisational strategy.  Experience of independently organising activities, planning work, setting objectives and implementing regular reviews to evaluate progress.  Able to prioritise tasks and stakeholder requirements. |  | Application, Interview |
| Problem solving and initiative | Able to develop understanding of long-standing and complex problems and to apply professional knowledge and experience to solve them.  Able to apply originality in modifying existing approaches to solve problems.  Proven ability to manage conflicting priorities. |  | Application, Interview |
| Management and teamwork | Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to provide expert guidance and advice to colleagues to resolve complex problems.  Able to anticipate resource requirements and develop and implement plans that deliver operational priorities effectively and complement wider organisational plans. |  | Application, Interview |
| Communicating and influencing | Able to build effective relationships with internal and external stakeholders.  Able to work collaboratively, share information and intelligence with other staff, undertaking joint pieces of work to provide a cohesive and joined-up service.  Able to persuade and influence senior management and peers in order to foster and maintain relationships.  Excellent written, presentation and verbal skills, with ability to communicate at a variety of levels up to and including board level. | Presentation skills.  Experience of providing training. | Application,  Interview |
| Other skills and behaviours | Ability to track devolved work and maintain schedules, secure outcomes and manage events and meetings.  Maintenance of confidentiality in information and data management. |  |  |
| Special requirements | Flexible approach to working |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |