



**NORTHERN GP
FEDERATION
SUPPORT UNIT**



BUSINESS SUPPORT MANAGER

APPLICANT INFORMATION PACK

BSM/FSU/11/24



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INTRODUCTION

To provide the best possible healthcare for the people we serve, it is essential that GP Federations attract and retain staff who are appropriately qualified, professional in the service they deliver, happy and productive in their work and committed to lifelong learning and developing in their role.

This information pack is designed to provide you with a brief overview of the role of GP Federations, the terms and conditions of employment within GP Federations and information which should assist you in the completion of your application form.

Thank you for your interest in applying for a position within GP Federations and we look forward to receiving your application.

Should you wish to find out more about the Federation and its work, please visit our website www.northernfsu.co.uk for more information.

NORTHERN IRELAND GP FEDERATIONS

GP Federations were established in Northern Ireland with two main aims:

- To support and protect GP Practices
- To help deliver the transformation agenda in Health and Social Care

GP Federations aim to provide better care, delivered in a more responsive way and closer to home, for patients registered on the lists of practices within the Federation. The focus is on working across the local health and social care community, in collaboration with a wide number of agencies, to design and implement innovative healthcare strategies and ways of delivering high quality care.

Across Northern Ireland, there are 17 GP Federations which have been established by GPs to support General Practice and facilitate the transformation of health and social care in a Primary Care setting. Each Federation has been established as a Not-For-Profit Community Interest Company and any financial surplus generated through efficiency is re-invested in front-line services.

Each Federation covers a patient population of approximately 100,000 patients and, because of scale, provides services which would not otherwise be delivered at individual Practice level.

The Federations

The Federations exist in the following locations:

- **NORTHERN Area (4):**
Causeway / Antrim Ballymena / East Antrim / Mid Ulster
- **EASTERN Area (8):**
North Belfast / South Belfast / East Belfast / West Belfast / Ards / North Down / Down / Lisburn
- **SOUTHERN Area (3):**
Newry & District / Craigavon / Armagh & Dungannon
- **WESTERN Area (2):**
Derry / South West

The Federation Support Unit (FSU)

Each area has established and incorporated an FSU. All 17 Federations are supported by 1 of 4 FSUs. Each FSU has been designed to provide Federation members with support, advice and expertise in the design and delivery of service provision. FSU functions include central management expertise, planning, accounting, communication, corporate governance and human resources. In some instances, these services will be outsourced.

The core purpose of the FSU is to ensure that clinicians are free to focus on ensuring they provide the best clinical outcomes for their patients while improving the quality-of-care patients receive.

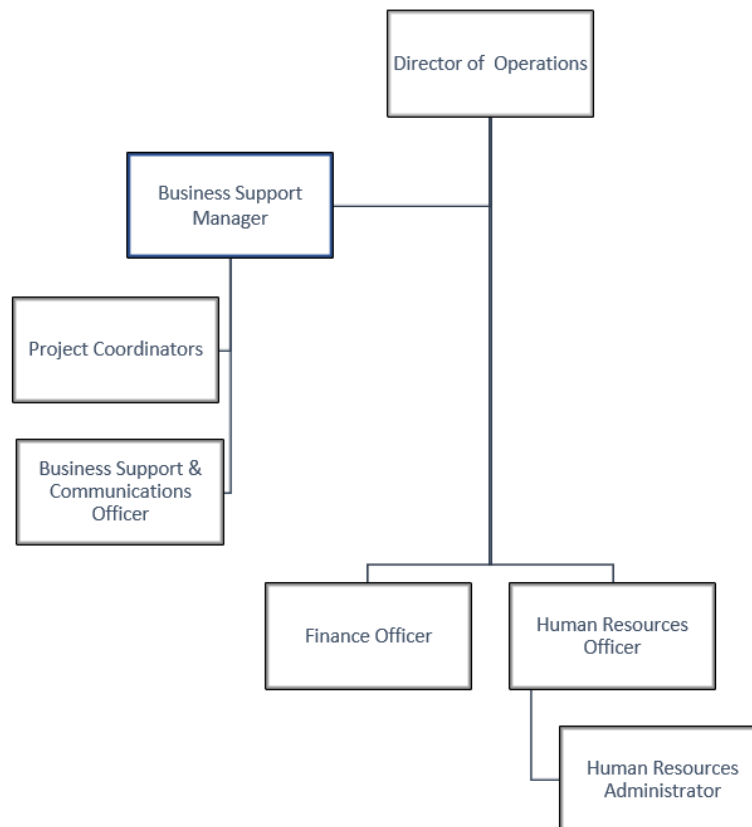
Direct Service Provision

As Federations grow, develop and mature, they are increasingly recognised as an efficient and effective model for staff employment and service provision as part of the transformation of services in primary care and the community. A range of exciting services have already been introduced for example, General Practice Pharmacy, Advanced Nurse Practitioners, GP locum pool, Social Prescribing, Practice Based Learning (PBL) events and the shared management of a new and enhanced multi-disciplinary team (MDT) in Primary Care. MDTs include practice-based staff, district nurses, health visitors, social workers, physiotherapists and senior mental health practitioner.

JOB DESCRIPTION

JOB TITLE	Business Support Manager
FEDERATION	Northern GP Federation Support Unit
SALARY	£43,742 - £50,056 per annum
REPORTS TO	Director of Operations
RESPONSIBLE FOR	Project Co-ordinators Business Support and Communications Officer
ACCOUNTABLE TO	Chair of NFSU
LOCATION	Ballymena

ORGANISATIONAL CHART



JOB SUMMARY

The Business Support Manager will work with the Director of Operations, Chairs of Northern GP Federations and a variety of internal and external stakeholders in delivering service priorities for development and delivery of primary care.

They will be responsible for supporting the achievement of NFSU and Northern Federations objectives. This will be achieved through managing communication with stakeholders involved in NFSU/Federation initiatives, reviewing and developing processes and systems, completing performance monitoring, analysis and feedback, programme management of NFSU/Federation initiatives and initiating service improvement.

The post holder will work in a complex multi-stakeholder environment both within the NFSU/Federations and with external stakeholders. Key relationships will be with Northern Federation Chairs, Executive Teams, GP Practices, secondary care, service user and finance and performance management and commissioning staff in the SPPG.

MAIN DUTIES & RESPONSIBILITIES

The postholder will be required to:

- Support Director of Operations in developing a Northern Federation Governance Framework
- Demonstrate the ability to work on his or her own initiative and make decisions appropriate to the level of the post within the organisation
- Plan, organise and prioritise own workload to ensure project objectives are met on time, ensuring senior staff are kept informed of progress, and escalating problems where necessary
- Participate in and lead, when appropriate, relevant internal and external working groups/projects to ensure timely completion
- Ensure joint working and consistency of approach across NFSU/Northern Federation objectives
- Support and inform key stakeholders in developing and implementing NFSU/Federation Contracts/Projects
- Contribute to the discussions on informing the targeting of resources, monitoring, implementing and evaluating services and initiatives by providing sophisticated, high-quality analysis
- Utilising a range of facts or situations for the purposes of comparison allowing regional benchmarking to occur
- Take the lead in drafting action plans, which assist our organisations to meet performance targets
- In conjunction with senior staff, identify and work through constraints and risks that inhibit the progress of NFSU/Northern Federations at regional and local level
- Act as an advocate for NFSU/Northern Federations and explore opportunities for Northern Federations to develop an approach to continuous improvement
- Contributing to performance improvement, taking a lead for specific specialities/resource groups where agreed
- Assist the Director of Operations in the management of budgets in support of NFSU/Northern Federations projects. Validate signing-off payments such as requisition orders, invoices etc

Collaborative Working:

The postholder will be required to:

- Assist with the development of processes which will achieve collaborative working across the NFSU/Northern Federations and ensure continued development in conjunction with all stakeholders to ensure objectives are met
- Contribute to strategic thinking on medium to long-term NFSU/Northern Federation strategies
- Communicate theories and models of change to multiple stakeholders
- Build and maintain constructive relationships with a broad range of internal and external stakeholders at all levels
- Present information about programmes, initiatives and services to a wide range of stakeholders in a formal setting. Persuade staff of the importance of change and the need for programmes
- Contribute and support a culture of effective team working and innovation
- Communicate sensitive information to Northern Federation Executive Teams and internal/external stakeholders. Give presentations on future developments

- Nurture key relationships and maintain networks internally and externally, including regional networks. This would include developing working relationships with the statutory and non-statutory organisations, service users and carers
- Contribute to the development and implementation of planned programmes, overseeing MDT rollout within Northern GP Federations and actively participate in communication and stakeholder engagement
- Participate in relevant internal and external working groups/programmes, services and initiatives to provide, information and analytical advice to strategic leads
- Communicate information and issues, including briefing reports and presentations to Director of Operations or other Northern Federation Senior teams

Performance Monitoring:

The postholder will be required to:

- Interpret and consider reports, documents, and presentations for feedback and monitoring purposes
- Contribute to the development of key performance indicators for NFSU/Northern Federations
- In conjunction with senior staff, ensure that the action plans agreed are implemented. For areas of poor or under performance, ensure that the agreed escalation plans and or remedial actions are undertaken
- Contribute to and monitor the planning, analysis and risk management relating to the work stream throughout the year
- Be familiar with the various information systems, which allow for performance monitoring. Have knowledge of how this data can be used and deploy it to inform the commissioning and performance monitoring process
- Analyse and understand anomalies in data and that reasons for anomalies are brought to the attention of the Director of Operations

Innovation and Development:

The postholder will be required to:

- Carry out web-based and library-based research when necessary
- Keep abreast of developments nationally and internationally, which are pertinent to General Medical Services and informing policy and for making recommendations
- Using evidence-based research to contribute to policy and the general reform agenda

Communication and Information Management

The postholder will be required to:

- Produce reports as required ensuring accountability and governance responsibilities are met
- Demonstrate a high level of communication skills including chairing of subgroup meetings, presentation, co-ordinate the development of annual reports and business cases
- Provide written briefings as required
- Demonstrate competence with multiple communication channels such as video conferencing, teleconferencing and face to face meetings

People Management and Development:

The postholder will be required to:

- Take responsibility for his/her own performance and take action to address identified personal development areas
- Be responsible for providing effective line management to all subordinates, ensuring alignment with organisational objectives, fostering professional development, and supporting the delivery of high-quality services across their respective areas
- Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making
- Ensure access to skills and personal development through appropriate training and support
- Delegate appropriate responsibility and authority to the level of staff consistent with effective decision making, whilst retaining responsibility and accountability for results
- Adhere to and promote Organisational policy and procedure in all staffing matters, participating as appropriate in a way which underpins The Organisation's values.
- Agree work schedules with external agencies

Professional Leadership:

The postholder will be required to:

- Utilise a high level of emotional intelligence and reflective practice to ensure personal effectiveness in working with a broad range of stakeholders
- Share and disseminate learning and experience for the benefit of the organisation and wider HSC community

Accountability:

The postholder will be required to:

- Accountable for ensuring confidentiality and accuracy of information
- Accountable to the relevant Director of Operations
- Demonstrate objective judgement and action in the absence of clear guidelines or precedent, seeking advice as necessary from more senior management

PERSON SPECIFICATION

<p>ESSENTIAL CRITERIA: The following are ESSENTIAL criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.</p>		
Factor	Criteria	Method of Assessment
QUALIFICATIONS & EXPERIENCE	<p>(A) A university degree (or equivalent) in Business/Administration Management (faculty area)</p> <p>AND</p> <p>3 years' experience working in an operational or programme management environment.</p> <p>OR</p> <p>(B) A minimum of least 5 years working in an operational or programme management environment</p>	<p>Application Form</p> <p>Interview</p>
KNOWLEDGE/ EXPERIENCE	Experience of presenting high quality information, analysis and advice to senior management in order to achieve successful outcomes	Application Form
	Experience in the management of budgets/resources	Interview
	Experience of working with a diverse range of stakeholders, both internal and external to the organisation to achieve successful outcomes	Interview
SKILLIES & ABILITIES	Excellent networking and team working skills with demonstrable ability to influence a wide range of internal and external stakeholders, and to develop and maintain relationships	Application Form
	Strong analytical and judgemental skills with a proven ability in interpretation of information and production of detailed reports for a range of uses including informing decisions of senior management	Interview
	Highly computer literate using Microsoft office packages including Word, Excel, Outlook and PowerPoint	
	Demonstrate evidence of personal responsibility for achieving measurable outcomes at a regional level, across a range of programme management / monitoring / delivery activities.	

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Factor	Criteria	Method of Assessment
OTHER	<p>The successful candidate must hold a full current driving license (valid in the UK) and have access to a car or have access** to a form of transport which will permit the applicant to carry out the duties of the post in full.</p> <p><i>(** this relates only to any person who has declared that they have a disability, which debars them from driving).</i></p>	<p>Application Form</p> <p>Copy of driving licence will be required and/or evidence of mobility to undertake the duties of the post</p>

DESIRABLE CRITERIA: The federation reserves the right to enhance using the **DESIRABLE** criteria to facilitate shortlisting. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted

Factor	Criteria	Method of Assessment
EXPERIENCE	A well-developed and demonstrable knowledge of health and social care structures, processes and procedures	Application Form
	Experience supporting policy and guideline development	Application Form

The Federation is an Equal Opportunities Employer

RECRUITMENT PROCESS



Return of Application Forms

Application forms can be completed and returned via email to hr@northernfsu.co.uk

Application forms must be submitted by the stated closing date and time. **Late applications will not be accepted.**

Please note:

- It is your responsibility to check that your application has been submitted successfully.
- GP Federations are not responsible for any technical problems you may experience and is not obliged to accept a late application from you in these circumstances.
- Additional information may not be included on your application after the closing date/time.

References

References will be sought for all successful candidates at job offer stage. Referees will be given one week to respond. References not received within this time will delay your final outcome notification being sent.

Reserve List

Following interviews, a reserve list may be compiled for future same or similar vacancies arising. The reserve list will normally be held for **12 months**.

PRE-EMPLOYMENT CHECKS

The following pre-employment checks will be carried out prior to appointing someone to a post:

References

All appointments are subject to two satisfactory references being received. Please be specific when providing addresses/contact details for your referees. One of your references must have knowledge of your present work/or most recent employment & be in a supervisory/managerial capacity. Both referees should be from an employment background.

Professional Registration/Qualification Checks/Verification of Identity

Human Resources will carry out checks to confirm professional registration and any qualifications which are listed as essential in the Personnel Specification. You will also be required to produce original documents to verify your identity, one of which must be photographic identification.

Proof of qualifications and/or professional registration will be required if an offer of employment is made. The successful candidate will be required to produce documentary evidence that they are legally entitled to live and work in the UK e.g., Passport/travel documents. Failure to do so will result in the offer being withdrawn.

Health Assessment

Appointments may be subject to assessment by the Occupational Health service.

Criminal Records Checks

This position is not subject to an AccessNI Disclosure.

The GP Federation Support Unit adheres to the AccessNI Code of Practice, please see:

<https://www.nidirect.gov.uk/publications/accessni-code-practice>

TERMS & CONDITIONS OF EMPLOYMENT

GP Federations offer a competitive remuneration package and terms and conditions of employment. Our employment practices and policies adhere to all relevant employment legislation, and we are committed to promoting diversity and equality of opportunity in employment for our staff. As well as the items listed below, Federations also offer occupational maternity, paternity, and adoption pay, as well as an occupational sick pay scheme.

Place of Employment

The successful candidate will be based within **Northern GP Federation Support Unit, Unit 29 The Courtyard Galgorm Castle, Ballymena.**

Due to the nature of this role, you may be required to work or travel to any place where the employer/Federation has service provision.

Employment Status

The successful candidate will be employed on a **permanent** basis.

Working Hours / Pattern

The successful candidate will be required to work **37.5 hours per week.**

Working pattern will include Monday to Friday, 9am to 5pm.

A number of Flexible Working provisions are offered by the Federation, what provisions are available depends on the role being undertaken. For further detail please contact hr@northernfsu.co.uk.

Reckonable Service

Previous (verified) employment with another Federation or another HSC employer may be considered in determining certain conditions for this post.

Salary

£43,742 - £50,056 per annum.

Annual Holidays

The holiday year runs from 1 April to 31 March. If you are in the service of the Federation on 1 April in any year, entitlement to annual leave with pay in that leave year will be 27 days in addition to statutory and bank holidays as specified below (annual leave will be allocated on a pro rata basis for part time staff). Entitlement to annual leave will increase to 29 days per annum pro rata after 5 years' service with the Federation, and 33 days per annum pro rata after 10 years' service.

Statutory Holidays

You will receive the following Statutory (Public) Holidays with pay. Part time staff will receive a pro rata proportion of the bank holiday entitlement regardless of the days on which they are required to work. When the public holiday falls on a Saturday or Sunday; the 'substitute day' is normally the following Monday.

Public Holidays	
New Year's Day	Late May Bank Holiday
St Patrick's Day	12th July
Easter Monday	Summer Bank Holiday in August
Easter Tuesday	Christmas Day
Early Bank Holiday in May	Boxing Day

Occupational Sick Pay

Previous confirmed employment with another Federation, FSU or Health and Social Care Trust/Organisation, will be counted towards Occupational Sick Pay, unless there has been a break of 12 months or more.

- During the first year of service: one months' full pay and two month's half pay
- During the second year of service: two months' full pay and two months half pay
- During the third year of service: four months full pay and four months half pay
- During the fourth and fifth years of service: five months' full pay and five months' half pay
- After completing five years of service: six months' full pay and six months' half pay

Pension

This post will be pensionable from the date of commencement of employment. GP Federations have access to the HSC Pension Scheme as the company pension scheme, and appointees will be automatically enrolled into this scheme providing they meet the relevant criteria.

The HSC Pension Scheme is a defined benefit scheme and scheme members receive an excellent package of pension benefits which are index linked and guaranteed by Government.

Employer contribution rate of **22.5%**.

Please see <https://hscpensions.hscni.net/> for further information.

Mileage Claims

Costs associated with necessary business travel will be reimbursed. Members of staff will be reimbursed for miles travelled in the performance of their duties which are in excess of the home to agreed work base return journey. The work base will be agreed on appointment.

Employee Benefits

Additional benefits available to Federation employees include:

- Employee Assistance Programme (Health Assured)
- Cash Health Plan (Health Shield)
- Cycle to Work Scheme
- Techscheme
- Specsavers Eye Care Vouchers (for DSE users)
- Blue Light Card

TIPS FOR COMPLETING/SUBMITTING YOUR APPLICATION

All sections of the application form must be completed in full. Please note shortlisting will be carried out based on the criteria set out in the Personnel Specification, using solely the information you provide on the application form. Therefore, you must ensure that your application form clearly indicates how you meet the criteria stated in the Personnel Specification, as failure to do so may result in you not being shortlisted.

For example, be specific about dates of employment; qualification subjects and levels (including any sub-parts); and number, expiry date and nature of professional registration (including part/branch of the register as appropriate).


Repeat information (if applicable) across questions – do not presume that if you have mentioned something in one question it crosses across all questions. Each criterion is marked separately.

Please note that essential and where relevant, desirable criteria may be used at shortlisting. Applicants should therefore make it clear on their application form whether or not they meet the desirable criteria, as per the Personnel Specification. Failure to do so may result in you not being shortlisted.

Candidates with a Disability


GP Federations are committed to ensuring that applicants with a disability have equality of opportunity and are considered solely on their merits. Therefore, if you require any assistance/reasonable adjustments during the recruitment process, please give details on your application form in the relevant section. If you would like to speak to someone about reasonable adjustments, please contact Cathy Christie, Human Resources Officer, by email at cathy.christie@northernfsu.co.uk.


Appendix A: Job Advertisement





Northern
GP Federation Support Unit
Enabling Better General Practice

SEEK TO RECRUIT A BUSINESS SUPPORT MANAGER (BSM/FSU/11/24)

 **Salary:** £43,742 - £50,056 per annum

 **Contract:** Permanent

 **Hours:** 37.5 hours per week

 **Location:** Northern GP Federation Support Unit

The Business Support Manager will work with the Director of Operations, Chairs of Northern GP Federations and a variety of internal and external stakeholders in delivering service priorities for development and delivery of primary care.

They will be responsible for supporting the achievement of NFSU and Northern Federations objectives. This will be achieved through managing communication with stakeholders involved in NFSU/Federation initiatives, reviewing and developing processes and systems, completing performance monitoring, analysis and feedback, programme management of NFSU/Federation initiatives and initiating service improvement.

FOR FURTHER INFORMATION & TO DOWNLOAD AN APPLICATION PACK PLEASE VISIT

WWW.NORTHERNFSU.CO.UK

Alternatively contact HR via:

Email: hr@northernfsu.co.uk
Phone 028 9620 8333
for further information

We seek to compile a reserve list for similar vacancies that may arise in the next 12 months

Closing Date: 12 noon on Monday 2nd December 2024

Anticipated Interview Date: 17th December 2024

THE GP FEDERATION IS AN
EQUAL OPPORTUNITIES EMPLOYER