

National Association of Primary Care: Job Description

Job Title:**Reports to (job title):****Contract type****Hours & Location:****NAPC Programme Manager**Reporting to the Directors of NAPC Services
(dependent on work programme)

Fixed Term (for an initial period of 6 months)

37.5hrs – Remote working or travel to
locations as required

Salary: TBC depending on experience

National Association of Primary Care

NAPC are a not-for-profit, social purpose development and support organisation. Our mission is to improve the health and wellbeing of defined populations locally and nationally. The organisation is led by serving health care professionals, which grounds them with practical experience and gives them real credibility as they work with primary health and care teams.

Our experience and expertise are currently being used to support NHS systems to re-design models of care, tackle population health priorities and to maximise the use of resources. This work has to date included 350 Primary Care Networks, 14 sustainability and transformation partnerships and 5 integrated care systems.

Most importantly our experience is rooted not just in theory, but a rich and deep track record of delivering real change across health and care. Our work has led to demonstrable impact on systems, and we continue to influence their future direction.

NAPC have several national work programmes which include:

- Wider System Transformation Support to NHS clients across England at integrated care, place and primary care network
 - Population Health
 - Care Model Design with a focus on technology
 - Leadership and Workforce redesign
 - Evaluation and Outcomes
- Digital Programme
- CARE programme for General Practice Nursing and Wider Primary Healthcare
- Personalised Care programmes including Care Navigation
- Policy and Influence
- International Programmes

Summary of the role

Reporting to the NAPC Services Directors, the Programme Manager will undertake specific programme management and programme support responsibilities to support the delivery of agreed NAPC national programmes.

This will include

- Development and management of programme plans risks and issues log and reporting;
- Developing presentations and content to support programme development and delivery of agreed programmes of work;
- The role will also provide support to the Programme workstreams and NAPC team on other business priorities as required.

Key Responsibilities:

- Support the leadership team to manage the delivery of NAPC programme within the constraints of cost, time, scope, and quality;
- Providing advice and guidance in programme management and delivery discipline, where necessary implementing tailored programme management methodologies and techniques (e.g., MSP, PRINCE 2, desired but not essential), to ensure the appropriate co-ordination of both people and activities within the programme and with NAPC business;
- Supporting the Programme Directors and working with the wider programme team to manage multiple workstreams, working collaboratively with senior NAPC clinical leads and stakeholders, to co-ordinate the delivery of programme outputs;
- Lead the development of programme management outputs, such as monthly programme update reports, programme plans and other programme documentation, developed in Powerpoint, Word and Excel;
- Develop and manage the programme plan, ensuring programme plans and appropriate milestones are in place and maintained for the programme, regularly evaluating, and planning the activity, outputs and effort required to deliver the programme;
- Ensure programme risks and issues are captured, and risk mitigation plans are in place and managed, escalating any critical risks or issues to the Executive Team;
- Managing programme governance meetings, ensuring a schedule of meetings is in place to support programme delivery and that meeting papers, agendas and minutes are circulated to all programme members prior to and after the meeting;
- Providing support to the Programme workstreams and NAPC team on other business priorities as required;
- Working closely with the Programme Assistant to ensure the outputs of key programme(s)



Working with NAPC

NAPC are committed to creating and maintaining a fair and supportive working environment and culture where individual contributions are fully recognised and valued by all staff. NAPC has a small and dedicated team, and it is vital that the post holder can work flexibly within a fast pace changing environment. There are excellent career opportunities for the right person within the organisation that has a strong set of values shared by all colleagues.

Knowledge, Skills, Experience and Qualifications Required:

Essential:

Qualifications

- Degree level or equivalent

Experience

- Junior project manager or programme office lead/manager working within the health and wellbeing sector
- Experience of working on a high-profile programme across the complete programme life cycle from programme scoping/set up, definition/planning, delivery, and closure
- Working for and engaging directly with a range of critical senior clinical and non clinical stakeholders across a range of external organisations
- Track record of successfully developing programme management outputs for senior stakeholders to drive programme delivery and programme outcomes
- Programme planning and reporting, including the development of regular programme reports and performance dashboards providing insightful intelligence to programme governance meetings and senior stakeholders

Skills

Desirable:

Qualifications

- Any other relevant programme management qualifications (e.g. Managing Successful Programmes – MSP, APM certification).

Experience

- Programme or project management experience of New Care Models development and/or health service transformation programmes
- Consultancy or client support experience
- Financial management, including tracking and reporting monthly spend against budget and financial planning.



- Excellent internal senior and external clinical and non clinical stakeholder management/engagement skills.
- Able to appropriately balance, manage and resolve competing priorities across a programme plan
- Shows drive and is pro – active in ensuring workstream deliverables are tracked and completed on time
- Flexible and adaptable approach to ensure programme work is delivered to schedule and supporting programme colleagues
- Able to develop estimates for time, value and cost effectively
- Excellent analytical and problem solving skills and ability to work on your own or in teams to obtain clarity where there are ambiguous requirements and multiple decision makers
- Able to apply judgement and diplomacy to help ensure issues are resolved positive manner in a programme team environment
- Excellent written/verbal communication and presentation skills
- Advanced knowledge of Microsoft Programmes', Excel and Powerpoint (software skills), Zoom & MS Teams
- Self starter, self motivated and output orientated

Key Internal & External Clients:

- **Internal:** Work extensively with all the NAPC Management & Executive team as required
- **External:** NHS England and other NAPC stakeholder organisations and individuals

Checks required

A Criminal Records Check will not apply to this role, but any criminal conviction must be declared.



Other Considerations

Confidentiality and Information Security:

As an NAPC employee you will be required to uphold the confidentiality of all records held by the organisation, all membership and programme information. This duty lasts indefinitely and will continue after you leave the Organisation's employment.

All information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 General Data Protection Regulations and should be managed in accordance with this legislation.