



Midlands and Lancashire
Commissioning Support Unit

Candidate Recruitment Pack

Your NHS partner for improving health
and integrating care



We're excited to have you consider joining MLCSU!

This pack is all about giving you a clear picture of who we are, what we do, and what it's like to work with us.

We want you to feel informed and comfortable as you explore this opportunity. So, let's dive in and discover how you could be a valuable part of our team.

[Hear directly from Derek](#)
(Managing Director) about
our organisation, our values and
how we make a difference.



About us



1900+
Highly skilled NHS professionals
and subject matter experts



Supporting customers with
a total healthcare spend of
£14.9bn

We're part of the big National Health Service (NHS) family – we're in it and for it.

Our team, the Midlands and Lancashire Commissioning Support Unit (MLCSU), has grown into a robust group of about 2000 highly skilled experts from the NHS. Many of these professionals are leaders in their fields. Our size and strength empower us to take daring and creative steps in helping our partners tackle their challenges and seize opportunities.

Our reach spans across various regions, giving us a wealth of experience in serving both city and countryside populations with the whole range of health-related challenges the NHS faces in planning, arranging, and offering healthcare services. We lead the way for 8 integrated care systems, each with a combined healthcare budget of £14.9 billion, and we also work with a diverse range of clients including NHS England/Improvement, Integrated Care Systems, Integrated Care Boards, NHS Trusts, Primary Care, and Local Authorities.

28

established supply
chain partners
adding expertise



Annual turnover:

£108m



Adding value to
our NHS with
efficient and
scalable day-to-
day, change and
improvement, and
gold command
support



Covering
1/4
of England's
patient
population

Leading performance
in customer and
staff satisfaction



Of the NHS, for the NHS

Lead CSU for 8 integrated care
systems plus diverse clients from
NHSE/I, ICSs, ICBs, Trusts, Primary
Care and Local Authorities



Mission, vision & values

Our vision

To be a full partner within sustainable integrated care systems, contributing to improving the health and wellbeing of the population.

Our mission

To be a great place to work, to be great people to work with, striving to be better tomorrow than we are today.

Our values

We live and work in line with our organisational values. They underpin who we are and how we build relationships both within our organisation, and with our clients, partners and the patients we serve.

We strive to achieve excellence in everything that we do, where everyone matters: our patients, our clients and you. Our success is based upon the quality and skills of our staff. We put a lot of effort to ensure they are happy, fulfilled, supported and valued for their contributions to the overall aims of the organisation.



Quality and excellence
in our services



Adding value
exceeding customer expectations



People matter
patients, staff and customers



Transparency and integrity
in everything we do



Partnership working
with our customers and suppliers



We are also focused on reducing our carbon footprint and delivering our services sustainably.

Our business

Midlands and Lancashire CSU are committed to a Collaborative Partnership.

This means we work closely as partners to provide integrated care systems (ICSs) with services organised around key support offers. These are:



Developing collaborative and accountable health systems



Digitally enabled transformation and IT



Clinical redesign, integration and provider collaboration



Workforce resilience, planning, development and transformation



PHM analytics and decision support



Personalised healthcare commissioning services



Communications, engagement and behavioural insight



Place, community and primary care transformation



Business enabling services



In addition, Midlands and Lancashire CSU provides a wide range of digital products, discrete services and consultancy support directly to NHS providers in primary, secondary and social care, as well as NHS England and NHS Improvement and other clients across the public and voluntary sectors.



Read more about these offers [here](#).

Achievements

Our people are committed to delivering best-in-class support to the NHS and care sector. Here are some of our recent successes:



HSJ Patient Safety Awards 2023 – Finalists

UK GO Awards Contract Management Excellence 2023 – Finalist

HSJ Partnership Awards 2023: Clinical Redesign – Finalist

UK GO Awards Collaborative Procurement Initiative 2023 – Finalist

HSJ Partnership Awards 2023: Elective Care Recovery – Finalist

Excellence in Informatics Level 1 Certificate Award 2023 – Winner

Business Contribution in a Digital Apprenticeship Award 2023 - Winner and Nomination

HR Excellence Awards 2022 – Winner and Finalist

HSJ Partnership Awards 2022 – Finalist

Innovate Awards 2022 – Highly commended

HSJ Awards 2022 – Finalist

Civil Service Awards 2021 – Winner

CHC Strategic Improvement Programme (SIP) Collaborative award – Finalist

HFMA West Midlands - Finance Team of the Year 2021 – Winner

Nursing Times Workforce Award 2021 – Finalist

Nursing Times Award 2021 – Finalist

[See more here](#)

Our staff

We are proud to have an ambitious, skilled workforce, driven to make a difference.

Our approach to people management is underpinned by collaboration, innovation, flexible working practices, clear communications and a passion for encouraging personal and professional development.

We are dedicated to maintaining a culture of equality and diversity. Inclusion principles are at the heart of how we work as a partner, how we manage our workforce and engage with our supply chains. We work with public sector, NHS and local authority clients to tackle discrimination and embed equality and human rights policies into our structures and processes.

Staff networks

At MLCSU we are incredibly proud of our active and vibrant staff networks. We have three staff networks: Ethnically diverse network; Disability network; and LGBTQ+ network. We have created a short video [here](#) introducing our network chairs, vice-chairs and executive sponsors.

We also support our staff through:

- ‘Freedom to speak up’ guardian and champions
- Health and wellbeing guardian and champions
- Let’s Talk Champions, a network to listen and signpost (trained by Mental Health First Aid England)
- Environmental sustainability group
- Wellbeing clubs – a wide variety of hobby clubs including among others gardening, walking, running, crochet, book reading, a social coffee club and mindfulness sessions.



Read more about our commitment to equality and inclusion [here](#).



[Listen to Dee \(People Consultant\)](#) about our staff networks and our inclusive culture.



Our way of working (OWOW)

At MLCSU, our vision is for work to be something we do rather than a physical place we go. Our truly agile approach provides our people with greater flexibility around where and when they work their contracted hours, whilst balancing this with the needs of the team and the services we provide. Flexibility and choice underpin the way we work, aligning to both our culture and The NHS People Promise. Our way of working creates a better work-life balance and ensures MLCSU is a great place to work for everyone – enabling us to deliver support to the NHS and improve people’s care.

Staff recognition

Our staff is our most treasured asset, and we recognise that a motivated workforce is the only way we can achieve our full potential and reach our goals. This is why we say thanks to our staff at MLCSU Staff Celebrations events / Long Service Award event.

We also make it easy for colleagues to say thanks to each other through our intranet system and we encourage everyone to give feedback in our annual staff survey.



Personal and professional development

We strive to ensure that all our staff feel valued and supported in their roles. More than just a job, we aim to provide our staff with a career, growing into future leaders.

- **Supported learning** – Internal and external training, apprenticeships, coaching and mentoring, funded training.
- **Internal opportunities** – Internal and external secondments, temporary assignments, volunteering, full visibility of available roles.
- **Performance management** – Annual appraisals, clear SMART objectives, regular one to ones and personal development plans.



Hear from Zara
(Talent Acquisition Manager) about her experience of undertaking an apprenticeship whilst working at MLCSU.

Listen to Kathryn

(Associate Consultant) about her experience as part of a graduate scheme.



Health and wellbeing

The health and wellbeing of our staff is a top priority, and we invest in a range of resources:

- Nugget – our staff intranet site has a dedicated health and wellbeing section
- Occupational health specialist support
- Equality and inclusion awareness reminders
- Access to fitness and mental health apps
- Free flu vaccinations
- Dedicated wellbeing champions
- OWOW, our agile working culture
- Free of charge and confidential Employee Assistance Programme, designed to help with a wide range of work, family and personal issues
- Paid time off to volunteer

Staff benefits



A wide range of physical, financial, mental health, and wellbeing support



Generous Pension Scheme



Up to 5 days paid leave for voluntary work



27 days leave, increasing with service, and 8 bank holidays. Plus opportunity to purchase additional leave



NHS car leasing scheme



Cycle to work scheme



Access to free eye tests and contribution to glasses for DSE users



Up to 52 weeks maternity or adoption leave, and shared parental option



Up to 2 weeks paid maternity support (paternity) leave



Our agile and flexible culture supports our person centered approach to work



Annual staff celebrations event



Active network of Freedom to Speak Up Champions



Subscription to the Health Service Journal, and other library services



West End theatre discounts



Free, confidential employee support services over the phone, via Care First

Giving back

We openly encourage our employees to undertake charity work and fundraising activities. With dedicated space in our internal communications, staff can share their initiatives and encourage fellow employees to donate or raise awareness. We also allow additional leave for those who wish to do volunteering.



[Listen to Fay](#)
(People and OD Manager) about our staff benefits.

Thank you for taking the time to learn about us through this pack

We hope you've gained insight into our organisation and the role you could play here. If you're as excited as we are, we can't wait to hear from you. Feel free to reach out with any questions or to start the next steps in this journey.

We have created a direct, independent email address for you to contact our Chairs and Vice-chairs. This will provide you with the chance to speak openly and honestly with them about what it is like to work at MLCSU.



You can contact our staff networks via the following accounts:

Ethnically Diverse Network

mlcsu.ethnicallydiversenetwork@nhs.net

Disability Network

mlcsu.disabilitynetwork@nhs.net

LGBTQ+ Network

mlcsu.lgbt@nhs.net

We're looking forward to the possibility of welcoming you to our team and wish you all the success in your application!