

Chief Finance Officer

Candidate Information Pack

April 2024



The Opportunity

Surrey Heartlands is an influential Integrated Care System (ICS) which has been at the forefront of health and care integration since its inception in 2017. Following a period of stable leadership, we are now looking for a new CFO to help lead the ICS on the next part of our journey.

You will be deeply committed to the integration agenda and have a natural ability to engage, influence and collaborate with multiple and varied stakeholders to continue our shared purpose towards improving the health and wellbeing of our population.

You will be a credible leader, capable of leading the health and care system through this period of significant financial challenge and in driving forward an ambitious sustainability plan at both system and Integrated Care Board (ICB) levels.

Key responsibilities will include the development and implementation of the financial strategy – including ensuring incentives are properly aligned within the system to help delivery of a 'system control total' reflected in operational business plans.

Your experience will help ensure systems, resources and teams are in place to provide complex analysis to understand the financial and service implications associated with commissioning decisions and performance of providers, as transformational developments are agreed and implemented.

We are looking for a high calibre individual who can lead us through this continued journey of transformation. If you share our ambition, vision, and values, then we look forward to receiving your application and meeting with you in due course.

We value and promote diversity and are committed to equality of opportunity for all. We believe that the best boards are those that reflect the communities they serve. We want to increase the diversity of our NHS leadership and particularly encourage applications from women, people from black and minority ethnic communities, LGBT communities, younger candidates and from people with lived experience of disability, who we know are all under-represented in these important roles.

For an informal conversation about the post, please contact Brendan Davies, on: bdavies@hunter-healthcare.com or phone: 07585 356985

Integrated Care Systems

Integrated Care Systems are partnerships of organisations that come together to plan and deliver joined up health and care services to improve the lives of people in their area.

The Health and Care Act 2022 has established 42 ICSs across England.

Each ICS has two statutory elements, an Integrated Care Partnership (sometimes known as an ICP) and an NHS Integrated Care Board (sometimes referred to as an ICB) – in Surrey Heartlands our ICB is known as NHS Surrey Heartlands.

Integrated Care Board

An ICB is a statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the local NHS budget and arranging for the provision of health services in the ICS area. With the creation of ICBs the previous Clinical Commissioning Groups (CCGs) have been abolished, with the majority of their statutory duties taken on by the new ICB. Read more about [NHS Surrey Heartlands](#) (our ICB).

Integrated Care Partnership

An ICP is a statutory committee jointly formed between the NHS ICB and all upper-tier local authorities that fall within the ICS area (in Surrey this is Surrey County Council). This committee brings together a broad alliance of partners concerned with improving the care, health and well-being of the population, with membership determined locally – read more about the [Surrey Heartlands Integrated Care Partnership committee](#).

OTHER FEATURES OF THE INTEGRATED CARE SYSTEM

Place-based partnerships

Place-based partnerships will lead the detailed design and delivery of integrated services at a more local level. These partnerships involve the local NHS, local councils, community and voluntary organisations and other community partners with a role in supporting the health and well-being of the population, working closely with local people and communities. Read more about our [Place-based partnerships](#) in Surrey Heartlands.

Provider collaboratives

Provider collaboratives bring NHS providers together to achieve the benefits of working at scale across multiple places and one or more ICS, to improve quality, efficiency and outcomes and address unwarranted variation and inequalities in access and experience across different providers.

Working with the voluntary, community and social enterprise (VCSE) sector

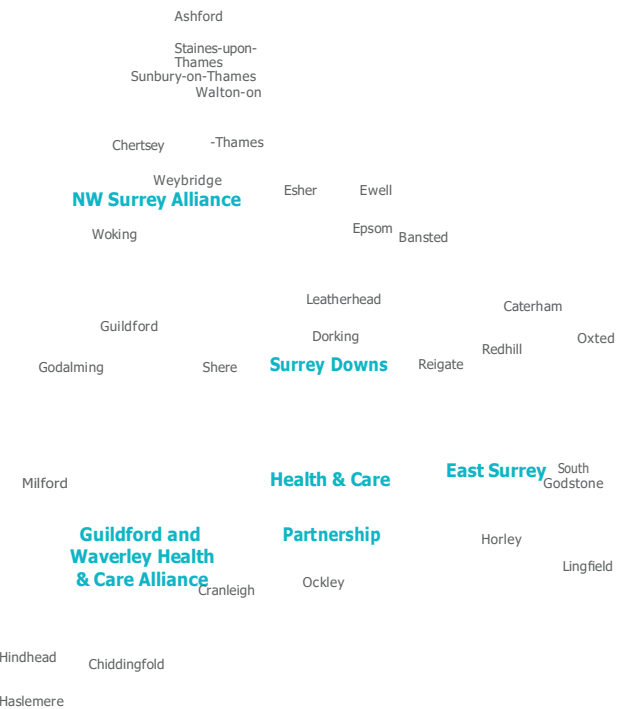
The VCSE sector is a key strategic partner in helping local systems shape, improve and deliver services. The sector also has a crucial role in developing and implementing plans to tackle the wider determinants of health – factors that play a key role in the root causes of poor health, such as pollution, poverty, education and housing.



OUR PARTNERSHIPS

One of the first integrated partnerships in the country, we have an ambitious vision to improve the health and well-being of our local population, with strong local partnerships across our four 'places'. Our partnerships include:

- Four place-based partnerships/alliances:
 - East Surrey
 - Guildford & Waverley
 - North West Surrey
 - Surrey Downs
- 104 practices working within 25 primary care networks (PCNs)
- 4 acute hospital sites
- 11 community hospital sites
- 2 community service providers
- 1 mental health provider including 3 inpatient units and 33 community sites
- 1 upper tier local authority (Surrey County Council) operating adult & children's social services
- 9 District/Borough Councils
- NHS Surrey Heartlands CCG
- With the voluntary, community and faith sector as key partners



To provide services to our population in a fluid, and equitable way we also work closely with the systems on our borders. These are:

- **Frimley Health and Care**
- **Sussex Health and Care Partnership**
- **South West London Health and Care Partnership**
- **Our Healthier South East London ICS**
- **Buckinghamshire, Oxfordshire and Berkshire West (BOB) ICS**

About Surrey Heartlands

Our vision – working with people in Surrey Heartlands to create better and healthier lives.

Surrey is already one of the healthiest places to live in England. Our services also perform well with most health and care providers rated good or outstanding.

Yet there are big differences between what most of us experience and what some of us can expect, with a 12-year gap in life expectancy depending on where you live. Most people in Surrey are living longer and that means more people are living with ill health and conditions such as dementia, social isolation and loneliness.

We know that medical care alone will only ever impact about 20% of someone's health and well-being; the rest (the *wider determinants of health*) is influenced by factors such as education, housing, employment, the environment and personal characteristics, such as race.

As a partnership, we want to create a health and care system that builds on the amazing community spirit we've witnessed during the pandemic: one that values the role of the local community, as well as organisations, and enables people to take more control of their health and well-being, with easy access to high-quality care when it's needed.

With a focus on prevention and support that's targeted where it's most needed, we will reduce the unfairness some people experience in accessing care, so nobody is left behind. At the same time, we want to take advantage of what we have in Surrey to pursue innovation with business, public sector partners and communities, joining up services for residents and developing digital technologies to create smarter ways of managing health and accessing support.

With an important role in the community as the largest employer, a major purchaser of goods and services and recognising our duty towards addressing climate change, we want to create opportunities for people to work and volunteer with us. That means making sure we involve our workforce and local people in co-designing services so that together we continue to support the people of Surrey Heartlands to live healthier lives.

Plans and priorities

We have been on an exciting and challenging journey to become a nationally-recognised and leading ICS. We have taken great steps to move away from individual and organisational focus to create partnerships with shared commitments and an overarching vision to improve the lives of our local population.

Our **ICS strategy** and recently published **Joint Forward Plan** are set against a backdrop of rising demand for healthcare across all sectors, the need to reduce long waiting lists following the Covid-19 pandemic and an increasingly challenging financial environment; at the same time as needing to support and look after our people and take further steps to address inequalities in access, experience and outcomes. The continuing development of our system will support delivery of these priorities and our longer-term ambitions on behalf of local people.

A bit more detail about us

Surrey Heartlands covers a population of over 1 million people, accounting for over 85% of the overall Surrey population. We have a combined health revenue allocation of over £1.5bn and combined social care and public health budget of £317m.

Our Journey So Far

Surrey Heartlands was one of the first 14 of these new systems in the country due largely to the strength of our collective vision and willingness, across health and care, to work together to serve our local population.

As an ICS, Surrey Heartlands has ambitious plans: we want the 1.1 million people who live here to have the best opportunities to start well, live well and age well, the key objectives set out in Surrey's overarching Health and Well-being Plan.

As a system, we are now preparing to become a statutory ICS from July. This is an opportunity to build on the collaborative working that has been a key feature of our pandemic response and will continue to be so as we restore services and progress with improving the health of our communities.

Our 10-year Health and Well-being Strategy

With other partners, we have agreed a 10-year Health and Well-being Strategy for Surrey, which recognises the importance of tackling those other areas that impact on our health and well-being – known as the wider determinants of health. Our strategy sets out three key priorities which are all connected, to support people to:

- Lead healthy lives
- Have good mental health and emotional well-being
- Fulfil their potential

Using the life phases of 'Start Well', 'Live Well' and 'Age Well'.

Start Well

The first five years of a child's life are critical to their future development. Helping children have the best start in life is both good for them and for our society.

Age Well

Over the next 10 years, the number of people aged 65+ living in Surrey is expected to rise by over 18%. It is important to create a health and care system that encourages healthier living so that people can enjoy later life.

Live Well

Most people in Surrey live healthier lives than the average UK citizen, but by focusing on the wider issues that impact our health and well-being, such as the environment we live in, we can reduce inequalities in people's health even further.

Our Vision and Strategy

Across our system partnership, we have agreed five over-arching health and care priorities – known as the 'Critical Five' – that will support the development of short and long-term transformative and sustainable health and care system plans.

1. **Keeping people well** – focused on better and earlier interventions and a preventative environment, and when people do deteriorate, making sure they can easily access the urgent care they need.
2. **Safe and effective discharge** – navigating patients more safely through an improved integrated community care environment, supporting people to leave hospital as soon as they no longer need acute hospital care.
3. **High-risk care management** – wrapping care around the most vulnerable, so people receive the care they need in a coordinated and straightforward way.
4. **Effective hospital management** – effective use of hospital resources to help patients move safely and efficiently through our hospitals, and delivering high quality care based on the Get it Right First Time principles.
5. **Surrey Heartlands-wide efficiencies** – supporting efficiency programmes including diagnostics, cross-system patient management and clinical networks, skill-mixing and more efficient use of our workforce, digital innovation, corporate and clinical support services, financial management and how we use our estates and facilities.

Job Description

Job Title:	Chief Finance Officer
Base:	In scope for agile working
Banding:	VSM
Hours:	Full time
Responsible to:	CEO Surrey Heartlands ICS
Accountable to:	CEO Surrey Heartlands ICS

NHS Surrey Heartlands works in partnership with local health and care organisations – along with staff, patients, their carers, families, and the public – to support people to live healthier lives.

We have an ambitious vision for transformation and continuous improvement of health and care across our footprint, supporting the overall objectives of our wider integrated care system; to improve outcomes in population health and healthcare; tackle inequalities in outcomes, experience and access; enhance productivity and value for money and support broader social and economic development in their area.

To deliver our objectives we need a team of talented, collaborative professionals who share the same vision and are passionate about what they do.

Surrey Heartlands, as an ICB, works through four integrated, dynamic, and sustainable place-based partnerships (our Places). These Places each work together to deliver our shared vision across Surrey. The four Place partnerships are known as:

- North West Surrey Alliance
- Guildford and Waverley Alliance
- Surrey Downs Health and Care
- East Surrey Place

In addition, we work through our emergent Trust Provider Collaborative to bring together multiple NHS trusts (providers of NHS services including hospitals and mental health services) to work together at scale to improve care pathways for our population.

We are passionate about creating an inclusive workplace that promotes and values diversity. We know through experience that different ideas, perspectives, and backgrounds create a stronger and more creative work environment that delivers better patient outcomes. We place a high importance on the NHS constitution and our organisational values which define the behaviours we are all expected to uphold during the course of our work. NHS Surrey Heartlands' emergent values and behaviours are:

- Working together for our people – relationships built on mutual understanding and trust.
- Connecting our People, Places and Priorities – delivering on our promises to improve lives and outcomes.
- Committing to quality and excellence – high standards of performance with a courage to innovate.
- Empowering our workforce – to set realistic expectations, make transparent decisions and shared accountability for results.
- Valuing others – treating our people with dignity and respect, fairness and compassion.

System Leadership

All members of the executive team are required to lead complex transformation and improvement working in partnership. They are also required to practice and develop a culture of authentic trust, relationships and engagement across senior leadership, staff, community players and the public to develop solutions, challenge the status quo, deliver breakthroughs and make practical change happen. They are responsible for Identifying the potential and contributions and talents of others and harnessing these effectively.

Executive roles require emotionally intelligent leaders, recognising their own strengths and contributions and those of others, with a mind-set, political judgement and determination to deliver a vision together. Able to develop, lead and be part of teams, with a genuine commitment to relationships, willing to listen, reflect, learn and adapt. High levels of self-motivation and resilience – together with a deep understanding of the requirements for a culture in a system that can optimise opportunity and overcome systemic problems and barriers in whole or parts of a system and can understand and tackle complex 'wicked' issues – be they legal, technical, political, professional, financial, social etc.

Key Working Relationships

These include but are not limited to:

- The executive team and the wider Surrey Heartlands partnership
- ICB, ICP, clinical and managerial leads within the ICB
- Provider Boards, clinical and managerial leads from across all sectors (including third and private sectors)
- Other providers key to enabling efficient service provision for the ICB and Surrey Heartlands
- The Local Authority, including Public Health, Adult & Children's Social Care
- Elected members
- External professional advisors
- Public, patients and carers – particularly groups established for engagement
- Health-Watch
- Regulators
- Professional networks across neighbouring health and care systems, as well as regional and national system architecture

Key Duties & Responsibilities

System Financial Planning and Strategy

- Development and implementation of the financial strategy to aid the delivery of the strategies of the ICS and ICB. This will include ensuring incentives are properly aligned within the system to help delivery of a 'system control total'.
- Exploring opportunities from devolution and other system changes for the wider economy to maximise income and minimise cost.
- Use available benchmarking to help identify areas for review and to shape the development of the strategy.
- Advise the system partners on effective, efficient and economic use of its allocation, to remain within that allocation and deliver required financial targets and duties, whilst delivering an effective commissioning and performance strategy.
- Contribute to the development of the system and ensure delivery of the strategic and operational business plans.
- Manage and advise in relation to strategic and operational financial risks within the system and the wider system.
- Support the development of effective financial strategies and delegated finance to ICP and PCNs.
- Deliver a ICB financial plan in line with statutory responsibilities, aligned to the ICS plan.

System Financial Governance

- Ensure appropriate arrangements to support, monitor and report on system finances.
- Develop and discharge the financial governance and assurance functions related to an effective and mature ICB and ICS system including (but not limited to):
 - The specialist Finance Assurance Board
 - Effective finance assurance for ICPs and at-scale architecture

- Establish robust processes to support budget managers in the effective management of resources.
- Be the system's professional expert on finance and ensure through robust systems and processes the regularity, propriety and governance of expenditure is fully discharged.
- Advise the ICB Governing Body and ICS on areas of financial governance to ensure there is no conflict of interest.
- Ensure compliance with standing orders, Standing Financial Instructions and Scheme of Delegation.
- Ensure adequate systems of internal control and assurance in relation to financial matters and a sound system of financial governance.
- Produce the financial statements for audit and publication in accordance with statutory requirements to demonstrate effective stewardship of public money and accountability to taxpayers.
- Ensure robust systems are in place to deliver the functions of annual financial planning, monthly financial reporting and financial performance.
- Ensure the effective establishment and servicing of the Audit Committee.
- Leadership of the internal audit function and counter fraud to ensure adequate systems of internal control.
- Ensure delivery of all statutory financial duties and key financial performance indicators as required by the NHSE and Parliament.
- Ensure the ICB and ICS operates effective and efficient systems for commissioning and procurement to deliver value for money and improvements in health outcomes.

System Financial Management & System Financial Services

- Ensure systems, resources and teams are in place to provide complex analysis to enable the ICB and the system to understand the financial and service implications associated with commissioning decisions and performance of providers. Make recommendations with regards to any actions necessary to mitigate risks and ensure that appropriate monitoring processes are in place to ensure affordability for health communities.
- Ensure the provision of routine and bespoke analysis to support locality delivery and performance management.
- Ensure that integrated, timely and accurate business intelligence is in place to support the decision-making.
- Work with providers to establish early warning systems that enable the system to anticipate variance against plan and take action to deliver run rate balance.

Governance and Corporate Affairs

- Ensure the provision of a robust FOI process for the ICS, ensuring that statutory timeframes are met.
- Provide leadership to the ICS complaints team ensuring that there is a clear and understood approach to complaints management which supports a culture of continuous improvement.
- Work with Executive colleagues to ensure that all strategies, policies and practices are underpinned by a robust and demonstrable commitment to equality and diversity and support equality of access to all.
- Ensure the ICS complies with the statutory equality and diversity obligations of the Public Sector Equality Duty.
- To develop and discharge the governance and risk assurance functions relating to a mature integrated care system, providing expert advice to support the Chairs, Governing Bodies, CEO and ICB Chair on matters relating to regulation, statutory and legislative compliance and interpretation.

This is to include: Effective operation of the Governing Body's and ICS governance infrastructure – both local ICPs and at-scale architecture, ensuring its committees are properly constituted, operated and supported according to the ICS Constitution/Standing Orders/SH Assurance and Oversight.

- The relevant legal and statutory framework; that Terms of Reference are reviewed regularly and reflect input from Chairs, CEO and relevant Committee Chairs and members.
- Establishing effective decision-making models for ICPs that respect the legislative statutory framework and Schemes of Delegation.
- Establishing the model for lay/non-executive input across the new ICS architecture.
- Establishing and managing secretariat for Governing Body and ICS governance infrastructure.
- Establishing and maintaining a robust risk management process/assurance framework for Governing Body and ICS.
- Strategic leadership and management of the corporate governance aspects of ICS business, including assurance to the Audit Committees on internal and external audit, conflicts of interest, risk management and counter fraud.
- Establish and maintain a robust Corporate Governance Framework which enables the ICS to fulfil its responsibilities and decision-making in a timely, fair and transparent way.
- Ensure legal services provisions are effective and can demonstrate value for money.
- Ensure compliance and assurance to agreed standards and plans to assure the Executive Leadership team. This includes the maintenance of risk registers and 'lessons learnt'.
- Provide executive support for the collaborative review of corporate affairs functions to support the ICS infrastructure.

Management Responsibilities (All Executives)

People Management

- Share best practice from Surrey Heartlands with other systems and learn from others where appropriate.
- Recruit and develop directorate staff, including undertaking appraisal and personal development and, where appropriate, progressing any disciplinary or capability issues.
- Motivate, inspire and lead by example through innovation and determination to deliver successfully with the resources available.
- Ensure high quality, robust management and mentoring systems are in place to support strong and vibrant multi-professional leadership.
- Manage talent effectively within the organisation and contribute to plans and strategies to plan successively and develop talent.
- Develop and present reports summarising status on issues, appraising outcomes, and providing progress reports.
- Contribute to individual and organisational development of new models of care and provider alliances incorporating the principles within defined national strategies and initiatives.

Policy and Service Development

- Development of policy and service, preventing where necessary, failure and an inability of continuity.
- Ensure that all staff within the Directorate are working within the scope of relevant policies and procedures.
- Contribute to the development of policies that enable effective corporate governance.
- Ensure that the ICB and ICS values diversity and promotes equality and inclusivity in all aspects of its business.
- To support the development and implementation of governance structures to support the delivery of sound business within the ICB and for Surrey Heartlands.

Corporate Leadership

- To attend the ICS and ICB Board and Governing Bodies as required, contributing to objectives including:
 - Promoting the success and culture of the partners
 - Aligning the strategic direction of the partners
 - Ensuring delivery of statutory financial and performance targets where relevant
- Identify and manage organisational risks.
- Act as a key member of the ICS and ICB team, actively taking part in and advising on key business decisions.
- Provide leadership and direction as part of the executive team, to the delivery of financial stability in the system.
- Engage clinicians and the public in decisions relating to the delivery and the design of health services.
- Ensure a focus on sustainable workforce development.
- Design and facilitate changes to ensure value for money.
- Contribute and support continuous improvement and learning approaches.
- Ensure a focus on innovation and digital transformation.
- The post holder is expected to progress their professional development and maintain a good knowledge of emerging government policy, and regional and local health economy drivers.
- The post holder will participate in the on-call rota (on a non-remunerative basis being VSM) of Directors across Surrey Heartlands.
- Chair and attend meetings and events as necessary.

Person Specification

System Leadership Competencies

All executives are expected to demonstrate the following seven leadership competencies:

Leading across a system

Developing and leading a shared vision for complex transformation and improvement. Working in partnership across a range of organisations, community, statutory and enterprise sectors.

Delivering across a system

Strong ability to develop a culture and practice of authentic leadership, building trust, relationships and engagement across senior leadership, staff, community players and the public. Develop solutions, challenge the status quo, deliver breakthroughs, and make practical change happen. Spot the potential and contributions and talents of others and harness these effectively.

Understanding of how strong, healthy places and communities develop

Knowledge of different models and examples of how this happens, and experience of challenging the norm or disrupting to do something differently and better. Able to demonstrate a strong personal commitment to the county and its communities. Has an open-minded approach to trying new ideas, creative approaches and learning about how healthy vibrant communities are built and developed using an asset/place based focus.

Leading staff

Emotionally intelligent, recognising own strengths and contributions and those of others, with an optimistic mind-set, political judgement, and determination to deliver a vision together. Able to develop, lead others and be part of teams, with a genuine commitment to relationships, a willingness to listen, reflect, learn, and adapt. High self-motivation and resilience.

Forging culture change across the system

Understanding the requirements for a culture in a system that can optimise opportunity, overcome systemic problems and barriers in the whole or parts of a system. Ability to understand and tackle complex 'wicked' issues – be they legal, technical, political, professional, financial, social etc.

Entrepreneurial and innovative approach

Business acumen and an entrepreneurial, problem solving mind-set and practical experience of developing new innovative business and financial models across sectors, systems to improve health and well-being. Able to use creativity and take risks, go into the unknown, be prepared to explore innovations of others, open minded, curious, strive for world class, quality.

Strategic and analytical prowess

An 'executive' level ability to think, plan and act strategically, with the intellectual and analytical prowess to sense-make and interpret varied and complex situations and be able to work with others to develop plans for the short, medium and long term. Make sense of information with diverse sources, variable quality and develop realistic options and scenarios.

ESSENTIAL CRITERIA

EXPERIENCE

- Consultative Committee of Accountancy Bodies (CCAB) qualified or equivalent.
- Educated to Master's level in relevant subject or equivalent level of experience of working at a similar level in specialist area.
- Significant proven relevant experience at a senior level.
- Evidence of on-going and up-to-date professional, managerial and leadership development.
- Significant experience of working at a strategic and very senior management level or equivalent covering a range of NHS and or social care sectors.
- Significant management experience at senior level in the NHS or other public healthcare related industry.
- Proven Board level experience of leading and delivering complex change and strategy development programmes in a politically sensitive and complex environment.
- Commissioning expertise in healthcare environment.
- Significant experience and understanding of proven implementation of project management methodologies.
- Member of a relevant professional body.
- Experience and/or understanding of the health economy.
- Extensive knowledge in areas of finance planning and management.
- Experience of successfully operating in and delivering priorities in a partnership environment.
- Extensive experience of financial strategy development, with the ability to create real engagement and momentum for successful delivery.

COMMUNICATION

- Ability to build trusted stakeholder relationships and wide support networks in a political context.
- Can convey key messages clearly and concisely and able to adapt communication style effectively and with agility.
- Exceptionally strong external communications skills in a politically sensitive environment and experience in handling the media.
- Ability to prepare and produce concise yet insightful communications for dissemination to senior stakeholders and a broad range of stakeholders, as required.
- Extensive experience of delivering presentations to large groups of stakeholders in often pressured and politically sensitive environments.
- Experience of chairing meetings effectively.

ANALYTICAL

- Outstanding high ability to analyse highly complex issues where material is conflicting and drawn from multiple sources; and demonstrate, through the use of information and data, how improvement can be achieved.
- Demonstrate capability to act upon incomplete information, or where the way forward is not known, using experience to make inferences and decision making.
- Highly developed analytical skills to analyse numerical and written data, assess options and draw appropriate conclusions.

ESSENTIAL CRITERIA

PLANNING

- Lead the way in developing plans that clearly exhibit what needs to be done, by when and how.
- Validate how local plans connect to the vision, strategic thinking and planning.
- Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly.
- Can map out a critical path and identify plans to 'turnaround' a failing situation, maintaining a tight grip and control to hold self and others to account on delivery.

COMMERCIALLY ASTUTE

- Highly developed political skills and the ability to navigate constructively through political debate that can stifle plans and action.
- Demonstrate best practice by adopting the NHS constitutional values of: respect and dignity, commitment to the quality of care, compassion, improving lives, working together for patients.
- Demonstrate an understanding of the healthcare system in order to know what the 'right' business decisions are that need to be made in order to achieve future transformation, such as the development of the ICS to recognise and realise system-wide opportunities.
- An experienced strategic thinker with the ability to translate ideas and policy into action in the delivery of major customer-focused initiatives.

AUTONOMY

- Provides assurance from own self confidence of being capable to manage own workload and make informed decisions, even when paving the way when there is no defined answer.
- Ability to act without delay, make decisions autonomously when required, on difficult issues.

MANAGEMENT

- Experience in leading major change and transformation with entrepreneurialism in a challenging organisational environment.
- Experience of creating a new team and motivating and inspiring a workforce to work together to achieve a common objective.
- Ability to delegate effectively and efficiently.
- Ability to work on multiple activities, manage under intense pressure or times of uncertainty and work between strategic and operational activities where required.
- Able to balance competing priorities and make difficult decisions.
- Holding others to account: insisting on improved performance if standards are slipping and supporting to achieve performance.

TECHNICAL

- To be technically adept and have a knowledge of Microsoft Office with intermediate keyboard skills.

EQUALITY, DIVERSITY & INCLUSION

- Will consider the most effective way to promote equality of opportunity and good working relationships in employment and service delivery and has the ability to take actions which support and promote this agenda.
- Demonstrates valuing diversity and difference, with the ability to operate with integrity and openness.
- Strong self-awareness of emotional intelligence, biasness and personal triggers with cultural sensitivity and awareness.

How to Apply

The closing date for applications is **15 May 2024**.

Applications should be made by submitting a full and updated CV, with a covering letter of no more than two sides of A4. Your supporting statement should give evidence of how you meet the requirements of the person specification relating to the role.

Along with your application please include:

- Contact details for up to four referees (who will not be contacted without your permission)
- A contact email address and telephone number
- A completed **Equal Opportunities Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: **applications@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Brendan Davies, on:

Email: **bdavies@hunter-healthcare.com**

Phone: 07585 356985

Application closing date	15 May 2024
Shortlisting	20 May 2024
Selection events	4 June 2024

