

CEO CANDIDATE PACK



Dear Candidate

Thank you for considering the Chief Executive post at NEMS Community Benefit Service Ltd (NEMS).

As the Chair, it is my pleasure to introduce you to our organisation and the amazing opportunity to become the leader of the Nottingham and Nottinghamshire Urgent Primary Care provider.

I am proud to be the Chair of NEMS. NEMS is a high quality, high performing not for profit organisation delivering health care services to a population of over 1 million people across Nottinghamshire. From its beginnings as a GP Co-operative, NEMS has evolved over the years to become an essential part of the Nottinghamshire Integrated Care System (ICS). Working in close collaboration with all system partners, with contract values of around 15 million pounds. NEMS has developed a reputation for the delivery of safe, clinically effective, and cost-efficient services resulting in high levels of patient satisfaction. We play an essential role in ensuring that patients receive the right urgent care and in avoiding unnecessary attendances at Emergency Departments (ED). We are respected by our commissioners and partner organisations for what we do and how we work.

Our main site is at Platform One in Station Street, Nottingham, where we see and treat patients through telephone triage/consultation, face-to-face consultations, and home visits. We are also located at Kings Mill Hospital, Queens Medical Centre and Newark Hospital. Across these locations we treat over 4,200 patients per week who are either referred to us by 111, their GP or via an ED streaming service.

This is a great time to join NEMS as its new CEO, taking over from the good work that has been done by our current CEO, Arwel Griffiths who recently announced his retirement after a five-year tenure in post. Currently NEMS has an 85% positive rating from our latest patient feedback, consistently high ratings from our Care Quality Commission inspections and high upper quartile performance in workforce enthusiasm.



You will benefit from a strong Executive team and a Board of Directors who have a great sense of care and guardianship for NEMS. There will be the opportunity to affirm and develop NEMS strategic aims and objectives as well as developing fruitful partnerships with commissioners, partner providers and key stakeholders. Your leadership of the team to work together to meet challenges, deliver and improve services and retain and grow our workforce will be key to sustaining NEMS' long term future.

If you are ready to be the Chief Executive of NEMS, we would love to hear from you. We are looking for someone who can meet or exceed our brief and who has a genuine care for delivering high quality patient care to the people of Nottingham and Nottinghamshire and to sustaining the future success of NEMS in the Integrated Care System.

In return, we can offer you a friendly, supportive, and highly rewarding working environment. With opportunities to develop yourself and others. I do hope that you will find the candidate pack useful and I welcome discussions with any potential candidates.

Thank you for your interest and I look forward to hearing from you and how you could be the next leader of NEMS Community Benefit Services.

Yours sincerely

Andrew Hall
Chair





NEMS: WHO ARE WE?



Values



Getting it Right from the Patient's Perspective:

We go to great lengths to ensure that all the work we do is as safe, efficient, and effective as possible, ensuring patients get the treatments they need quickly and experience efficient and timely care from all our clinicians.



Being an Active Part of the Community:

Since our founding, we've actively harnessed the commitment, knowledge, and skills of local people and entities who understand the unique healthcare needs in the local population.



Working with People who Share our Values:

We're dedicated to getting great health outcomes for our patients, and we know these start with our staff. NEMS strives to hire enthusiastic, creative, and flexible staff with a passion for solving problems and delivering quality care to patients.



Close Collaboration with Other Healthcare Providers:

We maintain strong working partnerships with other Nottinghamshire health and social care providers through co-location, system integration, and direct collaboration to improve patient experiences.



Constantly Improving Services Through Frontline Engagement:

We pride ourselves on being a proactive, forward-thinking organisation, that constantly improves our services by actively listening to our patients, staff, commissioners, and partners.

Current Aims



We aim to be the provider of first choice for primary and urgent care services:

- a. 1st for patients – providing a positive patient experience through the delivery of high quality, safe, timely and clinically effective care.
- b. 1st for clinical commissioning groups – working in partnership with local GPs and local integrated care system partners to create shorter, smarter, cost effective care pathways for all our patients.
- c. 1st for health & social care commissioners – delivering sector leading quality care, demonstrating value for money and improving primary care services and health outcomes for patients.



We aim to listen, learn and continually improve.

Current Objectives



NEMS' main objectives are to improve the health and wellbeing of local people by delivering high quality, safe, clinically effective, timely care, in a systematically efficient way, resulting in a positive patient experience.



This can only be achieved by working in collaborative partnerships with other providers, designing integrated pathways of care that respond to patient needs efficiently, making sense to patients and healthcare professionals and representing best use of commissioner resources.



Kings Mill Hospital, Location of NEMS PC24 Service



Job Description



Job Context:

NEMS Community Benefit Services (NEMS) is a high quality, high performing organisation which currently delivers health care services to a population of over 1 million across Nottinghamshire. Responsive, adaptable and continually evolving, NEMS has a reputation for delivery of safe, clinically effective and cost-efficient services which result in high levels of patient satisfaction.

NEMS operates out of four sites across Nottinghamshire and deploys a team of more than 380 healthcare professionals, including 180 substantive staff, 150 sessional GPs, and 50 agency workers. NEMS is a not-for-profit social enterprise Company Limited by Guarantee and is governed by a Board comprising four non-executive Directors and five Executive Directors.



Key Relationships:

- Health & Social Care Commissioners
- Providers of health & social care
- Leaders across the Nottingham & Nottinghamshire ICS
- Primary Care networks
- The NEMS Board

Job title:	Chief Executive
Reports to:	The NEMS Board of Directors
Direct Reports:	Medical Director Clinical Director Operations Director Finance & Corporate Services Director Quality Governance Manager

Job Purpose: Reporting to the Board, the Chief Executive is responsible for the leadership, management, and public profile of NEMS Community Benefit Services.





Key Responsibilities

Specifically the Chief Executive will:

- Ensure the long-term sustainability and strategic direction of NEMS as an essential and valuable member of the health & social care system in Nottinghamshire.
- Cultivate fruitful partnerships with Commissioners, partner providers and other key stakeholders.
- Promote and position NEMS' highly effective services acting as the key external ambassador for the organisation.
- Advise the Board on strategic direction and organisational development, leading the timely implementation of decisions taken.
- Provide leadership to the organisation, motivating staff at all levels and developing a cohesive, supporting team environment.
- Work closely, engage with and engender the trust of the workforce.
- Direct the quality governance function through liaison with the Medical and Clinical Directors and to ensure patient experience is at the forefront of the service.
- Direct the leadership of operational and clinical functions within the company to ensure performance in accordance with contractual and quality requirements.
- Direct workforce development and sustainability.
- Represent NEMS on the Nottingham & Nottinghamshire Urgent & Emergency Care Delivery Board (UEC DB)

- Foster strong external links and network into government and across different public sector agencies, including social care, health, emergency services and voluntary organisations.
- Work with the Finance & Corporate Services Director to negotiate and agree budgets and contracts with Commissioners and other Agencies.
- Liaise with the Finance & Corporate Services Director to provide full management reports and business plans for the board and members.
- Keep up to date with health and social care policy developments in order to take advantage of potential new business opportunities.
- Explore and develop new income streams.



Key Accountabilities

- Ensure that the needs and experiences of service users are placed at the heart of decisions taken.
- To be accountable for NEMS long term strategic future, seeking out opportunities for development that build on the good reputation for quality services that NEMS has established.
- To manage and monitor effective performance to achieve key objectives, ensuring robust systems of financial control, risk management, financial strategy and business planning processes are in place.



Qualifying Factors



Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the Chief Executive.



Confidentiality

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with NEMS CBS policies and procedures relating to confidentiality and the protection of personal and sensitive data.



Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff.



Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with NEMS CBS procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights



Environment

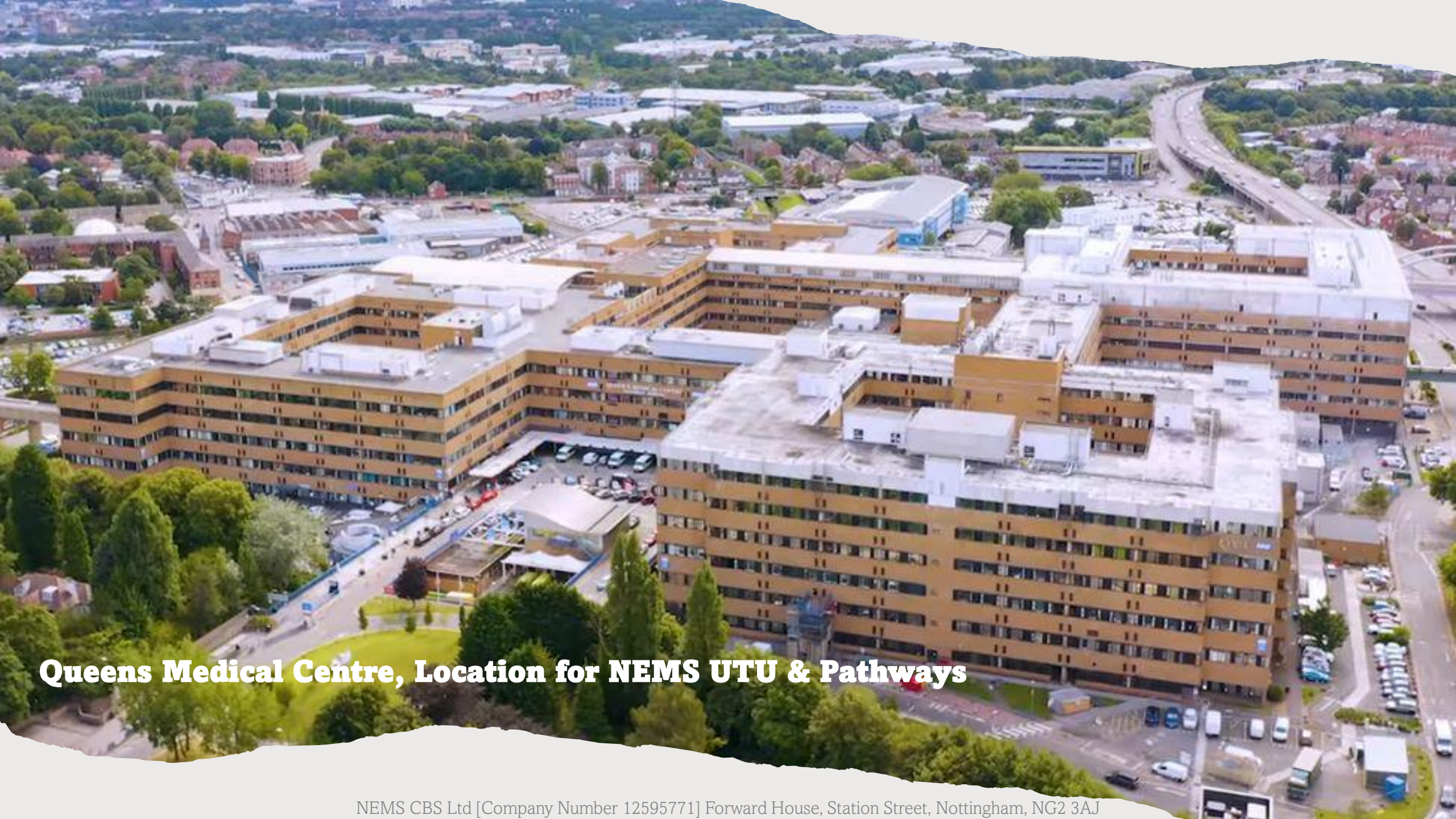
The post holder will support NEMS CBS to maintain CQC and other regulatory body approval and needs to be aware of 'NEMS CBS' impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.



Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.





Queens Medical Centre, Location for NEMS UTU & Pathways

Person specification

Education, Qualifications & Training

- Educated to post graduate, MBA/MSC or equivalent experience
- Recognised Leadership Qualification

Quality and Competitive Advantage

- To develop new business approaches/ideas and to create valuable ideas on new directions for the business
- To be aware of and understand the broader environment and secure NEMS' long term interests
- Think ahead to recognise the long term implications of present day actions

Communication and Influencing

- To describe the future and aims of NEMS in a way which everyone can understand and commit to.
- To deal with difficult or emotionally charged situations to ensure the most effective outcome
- To communicate in a manner which gains co-operation, commitment and support
- To bring problems or alternative views into the open and deal with them effectively
- To build effective and/or long term relationships with commissioners, colleagues and connectors
- To reason with information in response to questioning and present answers convincingly

Achievement, Drive and Ownership

- To be highly enthused and ambitious for NEMS to develop
- To commit to challenging targets and usually excel against them
- To successfully balance competing organisational and personal priorities to achieve success

Business Development

- To identify specific business needs, initiate marketing activities and implement NEMS's strategy
- To raise their own profile and that of NEMS in the local business and health community



The Chief Executive must have proven experience in senior leadership roles, working in health & social care and to be able to demonstrate a high level of competency in the following key areas:

Leadership

- To motivate and inspire people by enthusiasm in communicating the future direction of NEMS
- To anticipate changes, ensuring their success through preparation, training and management expectations and clear communication.
- To demonstrate courage and judgement in leading the team through challenge, conflict and controversy, while being receptive to others' ideas
- Encourage others to take on more responsibility, through providing support and encouragement to allow them to succeed.
- To be able to foster a sense of pride through the whole team.

Change and Innovation

- To encourage and nurture an approach for trying and accepting new ideas for continuous improvement
- To create and sustain an environment conducive to innovation and remove barriers to continuous improvement

Teamwork and Co-operation

- To take a global view of the business and always act in its interest
- To encourage the team to take responsibility for their own actions and subsequent development
- To use appropriate opportunities to recognise the achievement of others
- To consider the team's needs and achievements
- To assess the needs of projects and pull together appropriate staff resources with a mix of skills, knowledge and abilities

Judgement and Decision Making

- Investigate issues and problems to determine the causes and contributory factors, and to take decisive action
- To be able to make decisions in the most complex situations and where there may not be precedents available

Environment

- Ability to Drive and travel to NEMS locations on a frequent basis.



Important attributes for the successful candidate

Essential characteristics

- Selflessness
- Honesty & integrity
- Objectivity & accountability
- Curious & interested in learning
- Openness
- High Degree of Emotional Intelligence

Leadership qualities

- Strong communicator & transparent
- Hands-on team player
- Strategic thinker
- Relationship developer
- Knowledge of public sector governance & finance
- Socially Responsible

Organisation Chart

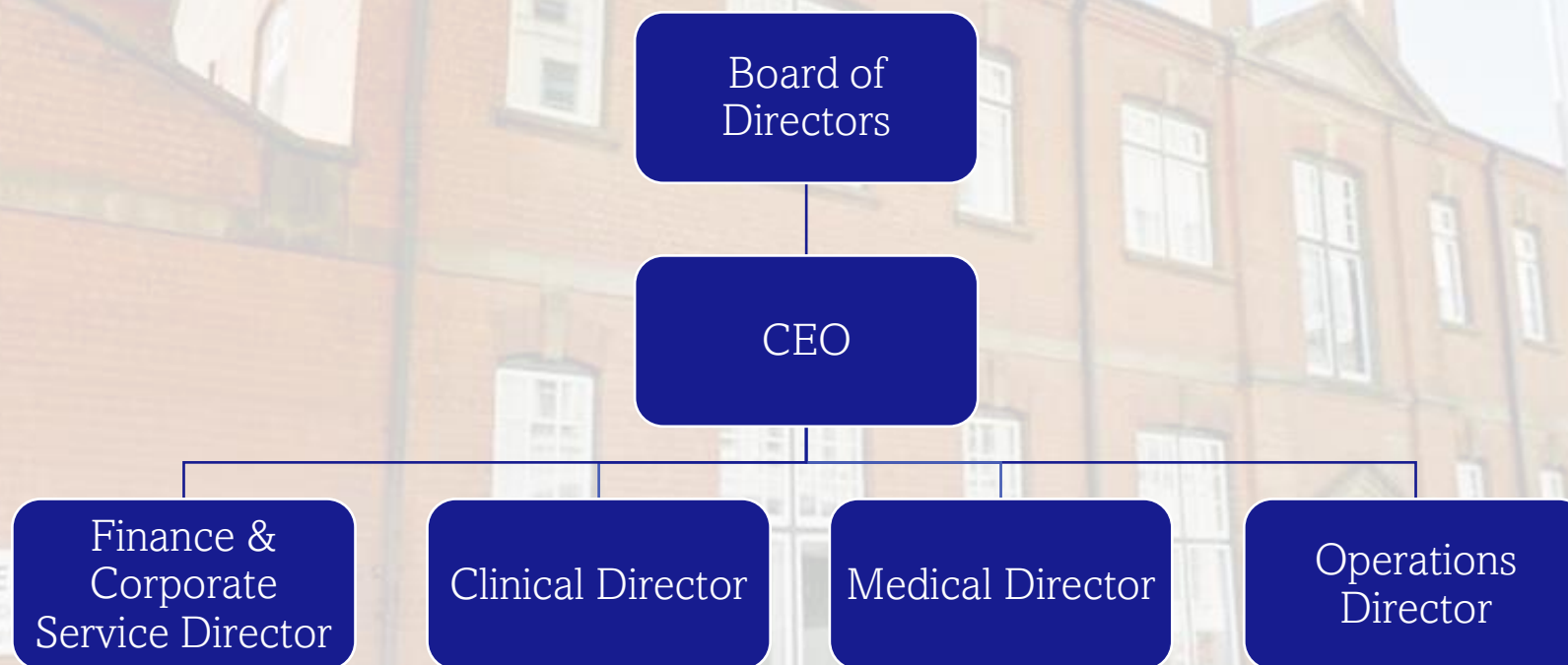


Photo: Forward House, NEMS location for Out of Hours & Head Quarters

Remuneration & benefits

SALARY £123,000 - £130,000 pa

NHS PENSION Ind 13.5%
Emp 14.38%
Government 5%

HOLIDAYS 30 Days + Bank Holidays

DISCOUNTS Blue Light Card

WELLBEING Employee Assistance Programme for Candidate And Immediate Family

T&C's Enhanced Pay Policies for Family Leave & Sick Leave



Useful documents

Links available to these documents on the NEMS website [NEMS | NEMS Community Benefit Services \(nemscbs.net\)](https://www.nemscbs.net)



NEMS
ACCOUNTS 2022



PATIENT SURVEY



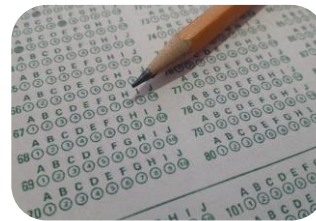
CQC REPORT
OOH SERVICE



QUALITY
ACCOUNT



CQC REPORT
PC24



STAFF SURVEY
2022



GP WORKFORCE
SURVEY 2022



How to apply



NEMS is an inclusive and diverse equal opportunities employer and welcomes applications from all communities.

To apply for this position you will need to submit the following documentation to helen.pearson26@nhs.net

By no later than 23rd April 2023

- A CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps.
- A supporting statement, no more than 1,200 words. Outlining how you meet our brief and what you will bring to the role.



Alternatively, if you have found this vacancy via our own website or NHS Jobs you can submit the following information in an online application

Further information:

If you have any questions about the role or would like to discuss the post further, please contact our resourcing consultant Helen Pearson at helen.pearson26@nhs.net or 07894-340040.

By agreement, a site visit or discussion with our Chair can be arranged.



Recruitment process & timeframe



Longlist

Our resourcing consultant will assess your application based against our brief, essential criteria and person specification.

Candidates selected for long listing will be invited for an interview with our resourcing consultant.



Shortlisting

Our resourcing consultant will then recommend a shortlist of candidates, with the opportunity for a discussion with our Chair and visit to one of our services.



Final Selection Process

Shortlisted candidates will run a stakeholder discussion for 45 minutes followed by a formal panel interview.

Indicative Timeline

Application Closing Date	23 rd April 2023
Stakeholder panel discussion and formal interview	w/c 15 th May subject to availability, please note that dates may be subject to change.

