



# Job Description

<b>ROLE TITLE:</b> Deputy Chief Officer	<b>REPORTS TO:</b> Chief Officer
<b>ROLE PURPOSE:</b> To lead the development and delivery of NHS contracts and services with Hertfordshire pharmacy contractors, acting as the primary liaison with external stakeholders. Deputise for the Chief Officer, overseeing all aspects of their role and managing the operations of the CPH office team.	

Key Elements	Key Activities
<b>Business Focus and Efficiencies</b>	<ul style="list-style-type: none"> <li>• Take responsibility and accountability for the development and negotiation of services and contracts including appropriate funding.</li> <li>• Take responsibility and accountability for the development and delivery of the support team.</li> <li>• Stakeholder liaison and promotion of community pharmacy.</li> <li>• Keep abreast of changes in pharmacy and understand local and national development plans, thus influencing the development of the local plans for community pharmacy.</li> <li>• Identify opportunities for community pharmacy within the local health and care environment.</li> <li>• Ensure that operational standards are communicated effectively and understood by all.</li> </ul>
<b>Contractor Focus and Relationship Building</b>	<ul style="list-style-type: none"> <li>• Ensure that strong relationships are built with our community pharmacies and their teams and all external stakeholders.</li> <li>• Develop and enhance relationships with all parties to improve and develop education and training.</li> <li>• Maximise community pharmacy participation in services.</li> </ul>
<b>Building Relationships and Delivery Focus</b>	<ul style="list-style-type: none"> <li>• Attend and engage with all relevant stakeholder meetings.</li> <li>• Strategic oversight of the health economy and engagement opportunities.</li> <li>• Develop services and strategies that support or engage with community pharmacy.</li> <li>• Support community pharmacy contractors to deliver essential, advanced and enhanced services.</li> <li>• Lead on local service development and community pharmacy engagement with these services.</li> <li>• Support upskilling of community pharmacists and their teams through education and training.</li> <li>• Appropriately represent and present the CPH view to external stakeholders.</li> <li>• Deputise for the Chief Officer as required and lead on key projects as delegated by the Chief Officer.</li> </ul>
<b>Team Working</b>	<ul style="list-style-type: none"> <li>• Effectively work with and support Committee members.</li> <li>• Develop an open and supportive team environment giving clear focus and direction of what CPH is aiming to achieve aligned to the strategic work plan.</li> <li>• Operational management of all office team members.</li> <li>• Regularly seek views and ideas from the team.</li> <li>• Encourage teambuilding / team working and provide regular constructive feedback.</li> <li>• Respond to opportunities for development of self including accepting</li> </ul>

	feedback.
<b>Developing a High Performing Organisation</b>	<ul style="list-style-type: none"> <li>• Develop strong and harmonious relationships both internally and externally thereby producing a high level of performance.</li> <li>• Facilitate ongoing evaluation of projects.</li> <li>• Flexibility to travel to the office on a regular basis and meetings at other locations to fulfil the requirements of the post.</li> <li>• Flexibility to attend meetings on evenings and weekends if required.</li> <li>• Monitor and analyse the impact of local service delivery and report back.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ensure confidentiality of information concerning contractors and employees in accordance with the Data Protection Act 2018.</li> <li>• Ensure statutory requirements are adhered to.</li> <li>• Carry out other duties commensurate with the post as required or directed by the Chief Officer and the Chair.</li> <li>• Comply with all CPH rules and regulations, policies, and procedures.</li> <li>• Participate in regular appraisal and meetings with the Chief Officer.</li> <li>• Discharge all responsibilities in accordance with Hertfordshire CPH policies, including Health and Safety, Equal Opportunities, Data Protection, email and internet policies.</li> </ul>

<b>Key Contacts</b>	
<b>External</b> <ul style="list-style-type: none"> <li>• External customers (e.g. contractors, GP practices)</li> <li>• Local and national health and care organisations and any other successor organisations (e.g. Integrated Care Board (ICB), NHS England, CPH, PCN including CP leads, LMC, Public Health, Provider organisations)</li> <li>• CPLs in other areas</li> </ul>	<b>Internal</b> <ul style="list-style-type: none"> <li>• Other employees</li> <li>• CPH committee members</li> </ul>

**Essential role related knowledge, skills, qualifications and experience required**

<b>Person Specification</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
Education/Training/Qualifications	Degree or equivalent experience Evidence of ongoing CPD	Project management training or equivalent experience
Experience	Min 5 years' experience within the health service Experience of building lasting relationships Experience of achieving goals and objectives in a fast-paced environment Strong organisational and communication skills Ability to manage a diverse and high workload. Experience of working across a large group to implement change Demonstrable networking skills Ability to take initiative and lead on projects including change management Negotiation Skills Business Planning skills	Registered with a professional body such as GPhC Evidence of Continuing Professional Development Knowledge of working in community pharmacy sector
Knowledge	Understanding of the health and care landscape Strong organisational and communication skills Ability to contribute, speak up and share ideas and experiences Strong interpersonal skills Computer literate –including proficient use of website technology and all MS office applications: Outlook, Word, Excel and PowerPoint Ability to network at all levels	Ability to develop and retain expertise in a demanding environment
Personal attributes and other requirements	Take accountability for your work Reliable, ability to speak up Self-motivated and a self-starter Team player especially in complex organisations Professional Good communicator Shows drive and integrity Good facilitation skills	Ability to request and accept feedback
Mobility	Own transport	