

JOB DESCRIPTION	
Job title:	Head of Performance Delivery
Team/Department:	P&CC Division
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Divisional Director – P&CC
Job titles reporting to the post holder:	Team Managers – operational delivery
Date the role profile was revised:	April 2025
<p>JOB PURPOSE</p> <p>This role is responsible for supporting the strategic operational delivery and performance of all services across the P&CC Division. This requires proactive and timely support and reporting to the Divisional Triumvirate (Operational, Medical and Quality), Clinical Leads and Clinical Director Primary Care, to ensure that all services are supported by sustainable resource plans, robust operational capacity for delivery and the achievement of performance and quality KPI's.</p> <p>This role will deputise for the Triumvirate in internal and external meetings, representing and leading in partner fora on behalf of the Division.</p> <p>This post will work in harmony with the Head of Operational Design and Development (Projects) (ODD) and will provide leadership to the service teams across the Division, ensuring the seamless delivery of all KPI's, maximising operational performance including systems performance, workforce objectives, quality metrics and financial control. Overall, this role will ensure that there is assurance that services to our patients are of the highest standard, regularly reviewed using data and working closely with the Head of ODD, flag the need for service reviews to identify and implement continuous improvement.</p> <p>Responsibilities will include participation in the On Call arrangements for the organisation on a rotational basis which will require retaining detailed knowledge of the range of IUC services, Out of Hours and In Hours services across all IC24 territories. This role will support the Divisional Director/Triumvirate in the delivery of the operating budget for the Division. This will include supporting research to inform Quality Improvement projects to release cost and support the delivery of the operating budget under financial regulations, whilst meeting contractual obligations.</p> <p>The Head of Performance Delivery (HPD) is required to work closely with Divisional Directors across the organisation; with peers, operational leadership teams and central support Business Partners and SME's to ensure the delivery of divisional business plans</p>	

and organisational priorities. The post holder will be responsible for driving individual and service performance against the objectives stated under contract, the aims and objectives of Divisional Business Cases, Change Program implementation; delivering to stated project management outcomes, recording progress to support ongoing improvement and decision making. Progress will be reported to the Divisional and the Executive Leadership team. The post holder will be expected to make a positive contribution to the delivery of health services across the Integrated Care System, establishing and maintaining key relationships with strategic systems partners, commissioners, delivery partners, suppliers and contractors.

The post holder will provide effective and visible leadership to their team, alongside operational colleagues, to set the standards required for our teams ensuring effective manager support to enable all essential requirements and agreed objectives to be met.

The post holder will work across Divisional boundaries to sustain common delivery standards, drive and implement quality improvements and new pathways, processes and operating models, as well as supporting the Divisional Triumvirate to maintain clinical and non-clinical engagement.

The post holder will demonstrate in-depth service and system knowledge; demonstrate personal competence in data management skills; have gravitas and excellent communication skills to embody this role and deliver consistent service delivery and performance for patients and our people.

The post holder will represent the organisation at external meetings, develop partnerships and maintain relationships with stakeholders across the Integrated Care System.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Leadership

- Demonstrate exceptional leadership to deliver outstanding patient care through our eight leadership qualities: Accountable, Challenges, Delivers, Resilient, Inspires Others, Collaborative, Relationship Builder, Skilled Communicator.
- Role model our three values of Innovation, Care and Excellence and our organisational cultural pillars to provide clarity, hold colleagues to account, support them to be their best and celebrate their successes.
- Take a lead role in supporting the physical, mental and financial wellbeing of colleagues.
- Play an active part in facilitating and celebrating our culture of inclusion and belonging.

- Lead teams to deliver an efficient, effective, and high-quality service and connect colleagues with our purpose and objectives, demonstrating visible and inspirational leadership.
- Ensure all colleagues feel valued and empowered to make decisions appropriate to their level.
- Encourage all colleagues to suggest improvements to our services and use a coaching approach to develop Team Managers and other colleagues to make a difference through the care we provide.
- Collaborate with other colleagues across the organisation to achieve the best results.
- Share company updates, including monthly team briefs and CRG updates with all team members.

Strategy

- Identify new business opportunities and work with the Head of DD (projects) to scope.
- Identify new Partnerships and build upon the existing arrangements and relationships with internal and external stakeholders.
- Work closely with system partners to ensure a whole system approach and continuity of service model and delivery.
- Work towards genuine integration of Primary & Community Care Services in collaboration with internal and external stakeholders.
- Deliver the implementation of key transformational activities to continuously improve how we operate, bringing innovation and ideas from the wider industry.
- Operationalise projects that demonstrate objectives and outcomes that align to our business plan.

Operational and Performance Management

- Lead and performance manage Operational Teams to ensure performance and people metrics are consistently achieved.
- Meet operational obligations for all local Integrated Care Systems, NHSE and the Care Quality Commission as set out in local contracts or Service Level Agreements.
- Deliver excellence in contract performance through service design that maximises people management and service delivery.
- Produce the data required for regular performance reviews; ensuring team Managers understand the impact of their performance on Quality and Budget.
- Identify opportunities with your managers for quality improvement projects (QI) to standardise delivery, reduce cost, improve quality across the Division and all service areas.
- Work with the Divisional Medical Director and Divisional Quality Director to deliver a high-quality services with patient experience being the primary driver.

- Place equal importance on people, quality, performance and financial indicators and develop intelligent data capture and reporting arrangements.
- Ensure all managers understand budget targets and performance; have the skill to control spend through rota management and operational decision making.

People Management

- Partner with the People Team to design and develop Divisional services that facilitate our people plans and create and maintain a great place to work.
- Drive a high standard of recruitment and selection to attract talented people into the organisation.
- Work to improve the colleague experience, reduce absence and increase retention and, in turn, improve the experience of our patients.
- Ensure compliance with all essential learning, DBS checks and other relevant requirements across the Division.
- Reinforce the standard that all colleagues receive regular support through 121 supervision, and development through our Talent Management and PDR processes.
- Work within and across Divisions to extend opportunities for colleagues to extend themselves through development activities that retains a pipeline of future talent and careers within our organisation.
- Identify and support the scope of career plans for colleagues and input into continuous professional development (CPD) plans for all service areas.
- Promote a learning environment, which capitalises on opportunities to develop innovative approaches to meeting specific needs.
- Participate in programmes of individual leadership learning and development.
- Where relevant, coach other colleagues through more challenging people matters alongside advice from our People Team and ensure any conflicts are resolved in a timely manner.
- Lead or support formal employee relations cases as and when requested by the People team.
- Actively seek to reward, recognise and celebrate exceptional colleague contributions and performance across Divisions to promote retention and individual growth.

Additional Duties

- Undertake on call duties as required as part of the IC24 on call structure.
- Any other duties as reasonably requested.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills, using all media and at all times; build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Gold Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, IC24 is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically-challenged environments and the Board's priority is for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognize the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, Integrated Care 24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, Integrated Care 24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases Integrated Care 24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This Job Description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This Job Description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule. This JD is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Educated to degree level or equivalent experience</p> <p>Level 5 Leadership & Management qualification(s) or willingness to work towards</p>	<p>Level 7 Leadership & Management qualification(s) or willingness to work towards</p> <p>Change Management (Quality Improvement) qualification</p>	Application, Certificates & Interview
Experience	<p>Significant experience of management within relevant operational environments from any industry</p> <p>Experience of proactively collaborating with multiple internal/external stakeholders</p> <p>Experience of conducting a systematic review of a function, identifying areas for change and leading organisational change to its conclusion. (QI)</p> <p>Experience of developing Business Cases built on data analysis and subsequent operational implementation</p> <p>Experience of developing Business Cases built on data analysis and subsequent operational implementation</p>	<p>Experience of leading health/care services, ranging from 111/contact centre and/or direct community health & social care services (beds/community/virtual)</p>	Application & Interview

Requirements	Essential	Desirable	How identified
Knowledge, Skills and Abilities	<p>Highly skilled communicator who can create connections at all levels</p> <p>Deliver through a focused, driven and energetic approach</p> <p>Knowledge of external stakeholder management</p> <p>Ability to prioritise workload and work to deadlines under pressure; work on own initiative and as part of a team</p> <p>Ability to apply a fair, objective and consistent approach to all people-related situations</p> <p>Working knowledge of Microsoft Word, Excel, Internet and e-mail applications; IC24 system and processes</p> <p>Expert knowledge of operational policy application and adherence monitoring</p> <p>Ability to understand data and use to take appropriate operational action</p>	<p>Ability to lead second and third level management tiers and engage all colleagues including remote workers</p>	<p>Application & Interview</p>
General	<p>A flexible and adaptable approach with a willingness to do what it takes to get the job done</p> <p>Collaborates with others to great the best results</p> <p>An inspirational leader who builds relationships at all levels</p> <p>Takes ownership for issues and delivers results</p>		<p>Application & Interview</p>

Requirements	Essential	Desirable	How identified
	<p>Takes ownership for issues and delivers results</p> <p>Highly personable individual who puts people at the heart of what they do</p>		

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