
JOB DESCRIPTION

Job Title:	Policy and Strategy Manager
Pay Band:	Band 8a
Hours:	37.5
Accountable to:	Senior Policy and Strategy Development Lead
Location:	NHS Resolution London Offices
Purpose	The post holder is expected to fully understand, embrace and uphold the organisation's Purpose and Values: <i>"Achieving timely and fair resolution, enhancing learning and improving safety."</i>
Values	Professional Being an organisation which operates to the highest possible professional standards. Expert Being the centre of expertise for resolving claims, disputes and concerns about performance. Ethical Having high standards and doing the right thing. Respectful Dealing with customers, colleagues, patients and the public in a considerate and respectful way.

Key Working RelationshipsInternal

- All NHS Resolution Staff

External

- Department of Health and Social Care, other key government departments and other Arm's Length Bodies;
- NHS Resolution service users;
- Key opinion formers such as researchers, think-tanks, advocacy groups;

- Claimants, their representatives and associated organisations; and
- Key suppliers including the legal and costs panels and our actuarial advisers.

Summary

NHS Resolution is growing its Policy and Strategy function to ensure that we leverage our unique expertise to empower solutions across the health and justice systems to maximise the organisation's impact in delivering fair resolution and learning from harm. The Policy and Strategy Manager will play a key role in this work by:

- Supporting work to ensure that the organisation's strategic vision, aims and objectives remain relevant and up to date;
- Leading the work on the development and delivery of policy initiatives
- Helping to establish credibility and collaborative working internally and externally;
- Helping to build the capacity and capability of policy and strategy work across the organisation; and
- Providing/supporting corporate leadership.

Organisational Chart



Main Duties and Responsibilities

- Day to day responsibility for delivery across a range of policy initiatives.
- Help keep the organisation up to date on policy activity and that key personnel are engaged to contribute their expertise at the right times.
- Help support SMT, the Chief Executive and the Board in respect of policy initiatives through, for example, drafting updates, maintaining position papers and internal communications.
- Draft agendas, papers, minutes and oversee the management of actions as well as providing regular updates to SMT, the Chief Executive and Board.
- Contribute to the team's work to support and harness the generation of innovative ideas and the safe scoping, development and delivery of policy and strategy at a team, directorate and organisational level. This will include providing expert advice/support to enable teams to generate, scope and appraise solutions.
- Help ensure the organisation develops its knowledge and proactively generates insights to identify new opportunities. This will include undertaking research, developing evidence, analysis, forecasting/modelling and impact assessments to identify, scope and appraise new opportunities working in partnership with others, where required.
- Ensure that we and/or our partners use data safely and effectively for policy work in accordance with our organisational standards.
- Undertake the necessary work to ensure that reasoned/evidenced recommendations are put forward for policy initiatives alongside evaluation strategies to ensure that the desired outcome is being/has been achieved. This will include contributing to organisational input into ministerial submissions.
- Manage project teams and/or task-finish groups to deliver particular initiatives. This will involve owning realistic plans for short, medium and long term objectives, providing accurate and timely reports against these plans and flagging up where potential resource constraints might arise with recommendations for how to address these.
- Help develop strategies to evaluate the impact of policy initiatives using both qualitative and quantitative measures. This will include helping to inform the development of our information systems to ensure that we're capturing the right data to generate insights, build evidence bases and monitor/evaluate impact.
- Help ensure the organisation effectively contributes to consultations on policy issues by engaging with the right stakeholders and seeking out the right data.
- Maintain and iteratively develop policy position papers.

- Support effective stakeholder management by contributing to the creation and delivery of strategic stakeholder plans and preparing briefing notes.
- Ensure the organisation's interests are appropriately represented at external working group meetings either through effective briefings or by personal attendance.
- Responsible for the day-to-day management and development of staff. This will include: assisting with the recruitment and selection of new employees, feeding into the annual appraisal process, sickness absence management, performance, capability and disciplinary issues. This will also include signing off staff expense claims.
- Set a high standard for own performance and behaviours within the team and role model these standards through interactions with internal and external colleagues in line with NHS Resolution's PEER values.
- Help to create a continuous improvement environment that encourages colleagues to discuss ways in which policy and strategy work within the organisation can be improved further.
- Contribute to building a culture of process and policy compliance within the organisation to ensure the safe and effective delivery of policy and strategy work.
- Create capacity and capability in the organisation to deliver the five year strategy through supporting technical, management and leadership training and development, undertaking talent management and succession planning, fostering team working, and the personal application of a coaching management style.
- Help with the safe development and operation of the function including deputising for the Senior Policy and Strategy Development Lead, where required, as well as contributing to the annual business planning cycle and/or periodic strategic reviews on behalf of the team.

Effort and Working Environment

Physical Effort

- Office based post; the post holder will be required to undertake light physical effort when carrying laptop between NHS Resolution offices, meetings and events.

Mental Effort

- Intense concentration required for detailed analysis of complex and sensitive issues. Analysing complex streams of information to model into critical

information for key decisions. Flexibility is required due to the unpredictable nature of demands on workload and interruptions on a daily basis.

Emotional Effort

- Exposure to distressing or emotional circumstances will be occasional; the post holder will however be required to be sensitive when influencing stakeholders and ensuring engagement.

Working Conditions

- Normal office conditions with a requirement to use a computer for the majority of the working day. The post holder will be required to travel to attend external meetings on an occasional basis via public transport.

Further Information

1. The post holder must ensure that personal information for claimants, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018; General Data Protection Regulations and the Common Law Duty of Confidentiality.

2. The post holder must follow the record keeping guidelines established by the NHS Resolution to ensure compliance with the Freedom of Information Act 2000.
3. The post holder is expected to take responsibility for self-development on a continuous basis, undertaking on-the-job and other training as required.
4. The post holder is required to become familiar and comply with the NHS Resolution policies and procedures.
5. The post holder must be aware of individual responsibilities under the Health and Safety at Work Act 1974 and identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.
6. The post holder is expected to develop IT skills.
7. The post holder may be required to undertake duties at any location within NHS Resolution, in order to meet service needs.
8. This job description and person specification are intended as a guide to the main responsibilities and profile of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to the post's grades, which are not listed above, at the direction of a manager. The job description may be amended from time to time after consultation with the post holder.
9. NHS Resolution operates No Smoking and No Alcohol policies.

PERSON SPECIFICATION

Category	Criteria	Essential (E) Desirable (D)	How tested*
Education & qualifications	Educated to masters, post-graduate degree level or equivalent	E	A, I
	Project management qualification or equivalent experience	D	A, I
Skills & abilities	Ability to deliver within a complex, constantly changing environment	E	A, I
	Highly developed analytical and problem solving skills, with a track record of confidently and competently making the right judgments on highly complex issues involving risk and/or unclear/incomplete/conflicting information	E	A, I
	Highly developed organisational skills, including a proven ability to take a strategic view and constructive problem solving approach to issues, linking plans to organisational aims and objectives	E	A, I
	Ability to work effectively as part of a team to include facilitating the growth of a collective team spirit along with overall team effectiveness	E	A, I
	Ability to maintain confidentiality at work, including handling confidential management information with sensitivity and discretion	E	A, I
	Ability to build and maintain strong relationships with stakeholders, quickly grasp their priorities and manage these constructively and effectively	E	A, I
	Excellent written and oral communication skills, including highly developed briefing, facilitation and presentation skills and the ability to clearly/concisely communicate complex and contentious information where	E	A, I & P

Category	Criteria	Essential (E) Desirable (D)	How tested*
	there may be barriers to understanding, sometimes in an emotive atmosphere		
	Ability and resilience to both receive and deliver challenge constructively while using effective negotiation/influencing skills to achieve the desired outcome which may require diplomacy to reconcile a variety of perspectives and gain consensus	E	A, I
	Ability to manage complex relationships and to gain/negotiate successful outcomes where opinion may differ	E	A, I
	Ability to work effectively with stakeholders (internally and externally) by using emotional intelligence and a positive work ethic that engages and maintains co-operation to deliver results	E	A, I
	Able to draft and review highly complex and detailed reports, and guidance, with minimal supervision/checking from senior staff, coupled with the ability to take into account wider policy and strategic issues	E	A, I
	Ability to use a coaching/mentoring style to support staff development	E	A, I
Experience	Previous experience of line management	E	A, I
	Experience of either supporting the delivery/implementation of or responsibility for the management of highly complex projects in a multi-disciplinary environment, involving effectively managing competing demands at all levels, working within an agreed governance framework and delivering the intended outcomes/benefits	E	A, I
	Experience of working in a fast-paced policy environment with knowledge of the policy life cycle ideally with experience of investigating and/or advising and/or adjudicating and/or resolving disputes	E	A, I

Category	Criteria	Essential (E) Desirable (D)	How tested*
	Significant experience of working within the health and/or justice arena	E	A, I
	Experience of delivering change effectively including guiding others to cope with operating in an agile, changing environment and dealing with opposition to change.	E	A, I
	Strong IT skills, including Microsoft Word and Excel with an ability to use databases to provide management recording and evaluation information	E	A, I
	Proven ability to take a strategic view	E	A, I
Knowledge & understanding	Good understanding of the NHS and its strategic aims	E	A, I & P
	Good understanding of the challenges faced by the NHS	E	A, I & P
	Knowledge and understanding of confidentiality within the workplace (particularly within the NHS)	E	A, I
	Knowledge and understanding of Equality Act (2010)	E	A, I
	Knowledge and understanding of Freedom of Information Act (2000)	E	A, I
	Knowledge and understanding of Data Protection Act (2018)/General Data Protection Regulations	E	A, I
Other	Commitment to own personal and continued professional development	E	A, I

* A – application form; I – interview; T – test; P – presentation