



Job description

Title: Chief Executive Officer
Band: VSM
Location: Trust Headquarters

Organisational relationships

Reports to: Trust Chair

Responsible for: Executive & Corporate Directors

Our purpose: to be there when people need us most.

NWAS is an inclusive and compassionate organization driven by three value principles:

1. Working together.
2. Being at our best.
3. Making a difference in service to our people, patients and communities.

Our commitment to equality and inclusion feeds into everything we do and is a responsibility shared by everyone in the Trust.

All Board members are expected to seek to meet the competencies as set out in the NHS England's Leadership Competency Framework and detailed in the job description below.

Job purpose

The Chief Executive Officer is responsible for the overall management of the Trust and its performance in terms of service provision, financial and corporate viability, ensuring that the Trust meets all its statutory and service obligations and for transforming the Trust into a modern provider of emergency and urgent care, providing a service that is pro-active, efficient and dynamic, whilst working closely with partner organisations to deliver whole system reform. We want you to lead NWAS to be the best it can possibly be.

The Chief Executive is responsible for putting in place strategies which will result in delivering high quality of healthcare that meets the needs of the people served by the Trust.

The post-holder will be the statutory Accountable Officer, a full voting member of the Board, a Board member of the Association of Ambulance Chief Executives (AACE) and a key member of the Northern Ambulance Alliance (NAA).

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Core duties and responsibilities

Leadership

- Together with the Chairman, providing coherent leadership of the Trust, including representing the organisation to patients, suppliers, government, fellow NHS bodies, regulators, the media and wider stakeholders;
- Providing vision, direction and leadership in enabling the Trust to achieve its strategic goals and objectives;
- Leading the Executive Directors and senior management team in the day-to-day running of the Trust;
- Managing and developing the executive director team in the fulfilment of their duties and responsibilities, ensuring appraisals are undertaken at least annually and individual development and training opportunities are provided and relevant;
- Leading the Trust's core values and behavioural expectations to secure a positive and engaged culture between the organisation, its patients staff and external stakeholders.
- Ensuring a patient focused organisational culture where the needs of patients are put first.
- Ensuring strategic capacity across service lines and directorates in a challenging financial environment.
- Involving the public and patients in the design and provision of services.
- Taking a strategic and proactive approach to drive local and national agendas across the complex and challenging commissioner and stakeholder landscape.

Strategic & Operational Matters

- Developing the Trust's corporate objectives and strategy having regard to responsibilities to regulators, patients, employees, commissioners, and other stakeholders;
- The successful achievement of objectives and execution of strategy following presentation to, and approval by, the Board of Directors;
- Regularly reviewing the operational performance and strategic direction of the Trust;
- Recommending to the Board of Directors an annual budget and strategic financial plan for approval and ensuring their achievement;
- Ensuring financial management and corporate governance systems are in place and are sufficiently robust to enable the Trust to meet its objectives and report on performance, in accordance with legal and regulatory requirements;
- Ensuring efficient and effective use of resources and high quality care to the patients served by the Trust;
- Providing first class healthcare services and collaboration and partnership with other members of local health economy;
- Ensuring key performance standards and measures for the Trust are identified, including those relating to performance, quality, service, care, audit, human resources, financial and budgetary are monitored and reported appropriately;

- Regularly reviewing the Trust's organisational structure and recommending changes as appropriate;
- Oversight for the development and implementation of integrated strategies for the Trust's services;
- Examining all services, investments and major capital expenditure proposed by the Trust, and any partnership ventures, and the recommendation to the Board of Directors of those which are material either by nature or cost; and ultimately responsible for ensuring the Trust has a robust risk management framework and Board Assurance Framework to support the CEO's Annual Governance Statement.
- Maintain intelligence of the changing local and national healthcare environment to enhance and develop existing services and exploit opportunities to introduce new and improved patient pathways to commissioners which address local health challenges and are consistent with the strategic directions of the Trust.

Compliance

- To be the statutory Accountable Officer, responsible for ensuring that the Trust meets its statutory requirement and service obligations as defined by Parliament and NHS Improvement, including accounting to NHS Improvement for service quality, performance and sustainability;
- Ultimately responsible for the Trust's clinical governance and standards of clinical care and ensure that appropriate assurance and management processes are in place to fully comply with regulatory requirements;
- Ensuring effective mechanisms are in place to implement systems and monitor organisational learning from untoward incidents arising within the Trust;
- Ensuring the effective operational implementation of Board of Director decisions;
- Developing, and following approval by the Board of Directors, implementing appropriate policies covering all aspects of the Trust's operations, and ensuring that all such policies are followed and conform with the highest standards;
- Ensuring appropriate internal controls are in place; and
- Ensuring that all statutory, regulatory and corporate duties are discharged.

Stakeholder Management

- Maintaining effective working relationships with other emergency services, Government agencies, local healthcare providers, and commissioners
- Further developing relationships with NHS England and the Local Area Teams; NHS England and Care Quality Commission
- Working closely with the Department of Health & Social Care and the national ambulance advisor to develop services for patients.
- Establishing effective networks and partnerships with other NHS and social care organisations to enable the Trust to continuously improve and learn from best practice.
- Ensuring strong links with the ICBs, ICPs, provider collaboratives and lead commissioners for the commissioning of ambulance and related services across the North West and that commissioning contracts are agreed on the price, quality and scope of service provision.
- Handling routine Parliamentary, Ministerial and Department of Health business, as agreed and delegated by Secretary of State and the Permanent Secretary. For example, briefings for Ministers; Incident Handling etc.

- Ensuring collaborative working with ICBs, ICPs, provider collaboratives and other NHS organisations to promote shared ownership of urgent care across the healthcare system.
- Supporting the further development of healthcare networks and cross functional working to design new models of service delivery which increase efficiency and lead to better health outcomes for patients.
- To develop and implement the quality improvement strategy with the Executive team and board.

Leadership Competency Domains

All Board members will be required to:

2.1 Driving high-quality and sustainable outcomes

The skills, knowledge and behaviours needed to deliver and bring about high quality and safe care and lasting change and improvement – from ensuring all staff are trained and well led, to fostering improvement and innovation which leads to better health and care outcomes.

2.2 Setting strategy and delivering long-term transformation

The skills that need to be employed in strategy development and planning, and ensuring a system wide view, along with using intelligence from quality, performance, finance and workforce measures to feed into strategy development.

2.3 Promoting equality and inclusion, and reducing health and workforce inequalities

The importance of continually reviewing plans and strategies to ensure their delivery leads to improved services and outcomes for all communities, narrows health and workforce inequalities, and promotes inclusion.

2.4 Providing robust governance and assurance

The system of leadership accountability and the behaviours, values and standards that underpin our work as leaders. This domain also covers the principles of evaluation, the significance of evidence and assurance in decision making and ensuring patient safety, and the vital importance of collaboration on the board to drive delivery and improvement.

2.5 Creating a compassionate, just and positive culture

The skills and behaviours needed to develop great team and organisation cultures. This includes ensuring all staff and service users are listened to and heard, being respectful and challenging inappropriate behaviours.

2.6 Building a trusted relationship with partners and communities

The need to collaborate, consult and co-produce with colleagues in neighbouring teams, providers and systems, people using services, our communities, and our workforce. Strengthening relationships and developing collaborative behaviours are key to the integrated care environment.

Corporate responsibilities

- Compliance with trust policies, procedures and protocols at all times.
- Compliance with all statutory and legal duties including the Freedom of Information Act 2000; Computer Misuse Act 1990 and keep up to date with any changes or additions relevant to legislation.

- Maintain confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Support positive action in service of the Equalities Act 2010 and the trust commitment to antiracism.
- Provide a healthy, safe and secure working environment by adhering to health and safety regulations, trust policies, procedures and guidance. Take necessary action in relation to risks in the workplace including supporting others to manage risks and reporting incidents as necessary.
- Abide by the NHS values and the NHS Constitution, maintaining the highest standards of care and service, treating every individual with compassion, dignity and respect, taking responsibility not only for the care you personally provide, but also for your wider contribution to the aims of your team and the NHS as a whole.
- Maintain own CPD to enhance own performance through continuously developing own knowledge, skills and behaviours to meet the current and future requirements of the job and respond to the learning needs of the trust.
- Act within acceptable parameters as an employee / manager of the trust, having regard to the applicable code of conduct for your role and ensuring own practice is in accordance with trust policies.
- Contribute to own personal development by participating in annual appraisal with line manager, developing a PDP, and actively participating in agreed learning activities and evaluating effectiveness of learning in relation to the role.
- Regularly review own practices and make changes in accordance with current and / or best practice, making suggestions for improved practice and identifying where other activities affect own practice.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Contribute positively to the effectiveness and efficiency of the teams in which they work.
- Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with trust policies. Identify and act when own or others' action undermines equality and diversity.
- Raise concerns around risk, malpractice, or wrongdoing at work, which may affect patients, staff or the organisation at the earliest reasonable opportunity.

Safeguarding children

- To recognise and report to the appropriate authorities any concerns regarding child protection issues, including possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding adults

- To recognise and report to the appropriate authorities any concerns regarding vulnerable adult issues, including social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the role. It may be subject to change in the light of developing organisational and service needs and wherever possible, change will be pursuant in collaboration with the post holder.

Key relationships

- Chair and Non-Executive Directors
- Executive Directors & Senior Managers
- External regulators: NHSE & CQC
- Key senior external stakeholders: ICB's, Acute hospitals, local authorities, Oversight Committees, MPs, NAA
- AACE
- Other NHS organisations
- Chief Officers of emergency services
- Staff

Person Specification

Chief Executive Officer

Background and Experience

- Significant experience of successful transformational leadership in a complex organisation, at senior executive or chief executive level
- Experience of developing strategy and converting this into measurable service benefits
- Evidence of successfully leading a senior team to deliver organisational performance, meeting regulatory and non-regulatory targets within resource restrictions
- Proven track record of developing an empowering and accountable organisational culture committed to high standards of quality and performance
- Evidence of change management experience with proven results in building organisational capability and culture in a demanding environment
- Track record of managing and encouraging innovation and service improvements that put the patient first and are achieved within the financial constraints
- Experience of leveraging technology for improvements in effectiveness and patient care
- Evidence of building a positive organisational reputation and developing strong media relations
- Proven experience of budgetary management, with evidence of securing value for money and delivering more with less
- Evidence of strong commercial acumen and the ability to maximise opportunities
- Proven experience of thinking strategically, communicating a clear vision and converting ideas into deliverable and measurable service benefits
- Proven track record of working effectively within a health and care system with internal and external stakeholders, both regulatory and non-regulatory
- Evidence of building organisational reputation and developing strong media relations
- **Knowledge, Skills and Personal Attributes**
 - Exceptional interpersonal skills; able to 'live' the Trust's vision, mission and values externally and internally
 - Ability to create a culture of transparency, innovation, questioning and continual learning
 - Demonstrable leadership and ambassadorial skills with an ability to inspire confidence with key stakeholders and partners
 - Commitment and passion for excellence in clinical care with the ability to embed an ethos at all levels of the organisations
 - Understanding of the NHS Trust accountability framework and of national health policy
 - Values-driven approach to leadership and management
 - Personal integrity and commitment to openness
 - Strong desire to produce results and achieve change
 - Ability to motivate, develop and support people and teams
 - Business acumen and commercial awareness
 - An effective decision maker who leads by example, delegates effectively and takes others with them
 - Strategic thinker with the ability to communicate a vision and engage followership
 - Drive and enthusiasm both through times of success and adversity
 - Able to communicate effectively at the most senior levels internally and externally; locally, regionally and nationally
 - Resilience; composure under pressure
 - Flexible and approachable
 - Totally committed to respecting, valuing and developing people
 - Ensure remains compliant with the Fit and Proper Persons Regulations, including Board level competency framework

