

Workflow Optimisation

Job title:	Transformation Lead – sales focus
Salary:	£30,612 to £40, 358
Supported by and accountable to:	Peers and Director of Primary Care
Location:	Brighton or combination of home working and Brighton (travel is expected)

The role

Workflow purpose is:

To encourage an environment of learning, innovation and creating curiosity within and across practices that supports the development of learning communities able to make transformational change.

Workflow aims to help people to move onto the next step of their healthcare journey safely and efficiently, and to help them have the right information when they need it.

We achieve this by processing clinical correspondence in a timely, safe and efficient manner ensuring that medical records are up to date when needed.

The Transformation Lead will lead support a team of Senior Coaches and Coaches.

You are the 'key' person for the client, developing and maintaining meaningful working relationships with them and supporting them to transform primary care services. You will do this by understanding their needs and context to support successful implementation of Workflow. You will use this relationship to leverage opportunities for other areas of transformation.

Your challenge

You will sell the workflow product to clients, clearly understanding the benefits and impact that workflow brings.

You will develop interest in transformation and Workflow through engaging with clients face to face in for example regional meetings and conferences. Working closely with the Business Development Analysts, you will initiate engagement and follow up potential customers.

You will be able to develop working relationships with customers so that you understand the needs of customers and their ambitions. You will be able to clearly articulate the benefits of Workflow, the evidence base, and the factors that require attention to ensure effective implementation, the pricing and how the funding is supported.

You will ensure the contract is drafted and invoicing process is agreed and enacted.

You will lead on the 'On-boarding' process with the client with the assistance of the Senior Coach so that the practice is informed and prepared for the implementation of Workflow.

You will ensure all Information Governance agreements are in place for the handling of practice data in the development of the practice level dashboard.

You will keep the client up to date with progress throughout the on-boarding and implementation period.

During implementation you will review the data and reports available and work with the team to support successful implementation.

You will use the knowledge developed around the client to identify other opportunities for improvement on a practice and local level. This could be with other partners locally.

You will support coaches and assistants coaches.

Your skills, knowledge, experience and outlook (the person specification)

You will have experience of selling a product or service.

You will be educated to Master's degree level or have acquired the equivalent through experience, preferably acquired in the health and social care sector.

You will have experience of presenting complex information to large groups. You will be able to form strong and effective working relationships where you can motivate clients to work collaboratively within and across General Practice.

You will have experience of managing a service budget that included experience of developing and /or managing contracts and invoicing clients.

You will have worked in a role where you analysed complex data and information and formed plans to address any changes to agreed implementation plans.

You will have experience of planning and organising projects or programmes of work that require you to monitor organise your and others work to respond to issues and achieve the project's aims.

You will have the ability to become a specialist on Workflow and advise how it can be implemented in a GP practice and across the wider GP community or area developing knowledge and relationships within those areas.

You will have experience of managing, developing and supporting a team of people.

You will be able to travel across the UK as required via public transport or by car.

ABOUT HERE AND OUR CULTURE

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with

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- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions
- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called ‘Pirate Dave’ which allows peer-to-peer conversations about development
- We have a staff-run ‘Wellness Group’ that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run ‘Time & Spaces Group’ who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Rita Garner, Workflow Optimisation Operations Lead
Date JD agreed:	26.5.17
Brief description of reason for review (if applicable)	
Version number	V4