



## WORKFLOW

by Practice Unbound

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| <b>Job title:</b>      | Business Manager, Practice Unbound      |
| <b>Salary:</b>         | £39,045 - £46,854 per annum pro rata    |
| <b>Accountable to:</b> | Peers, Practice Unbound Leadership Team |
| <b>Support from</b>    | Here Finance and Commercial Director    |
| <b>Location:</b>       | 177 Preston Road, Brighton              |

### The service

Practice Unbound is a national service from Here focused on co-creating solutions to help Primary Care to innovate and increase resilience whilst improving outcomes and levels of care for patients. Our purpose is to create distinct and vital shifts in primary care, unlock possibility and create space for change.

Our first solution, 'Workflow', enables GP practices to transform the way they manage clinical correspondence so GPs have more time on what's really important – spending time with their patients.

We have relationships with 100's of Clinical Commissioning Groups, Federations and GP practices to ensure they implement successfully and maximise impact.

### The role

You are the key person that will provide the information that will help focus and drive the work of your peers and wider team. We need information to flow throughout the team and specifically to help our commercial team to ensure we are running our service efficiently and on target to meet our ambitions. You will understand all our activity related to performance in order to guide our efforts and energy to the most appropriate business solutions. You will understand the questions to ask of the commercial data and how to use tools such as CRM and office tools to interrogate and find answers to those questions.

### Your challenge

You will work with our Transformational Leads (people who sell the product and hold relationships with the client) to ensure both our information and performance around sales, contracting and invoicing are robust and enable us to make good decisions.

You will be responsible for building and presenting management information on our workflow pipeline, understanding the probability of closing the pipeline of customers, the shape of the client and the risks and opportunities.

You will be responsible for ensuring that all our clients have appropriate contracts in place. You will manage the contract throughout its contract life cycle. Knowing when to seek advice from our legal team will be crucial to this role.

You will monitor our financial performance against our budget. You will timely identify and address any shortfalls, seeking advice as necessary.

You will be responsible for checking and signing off all purchase invoices and expenses, liaising with both our operational teams and finance teams.

You will work with our transformation leads and finance team to ensure our invoices reflect contractual terms and are raised as soon as they are due.

You will monitor our aged debtors, working with our Transformation Leads to ensure that our clients understand and agree to the payment terms as part of the contracting process. You will minimise any overdue debt by proactively following up with clients to resolve payment issues and ensure immediate payment

You will work with the leadership team to coach and develop financial and project management skills across the Practice Unbound team.

You will work in collaboration with the Finance and Commercial Director to develop financial commercial models for new business.

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

You will be educated to degree level **or** have acquired the equivalent through experience.

You will have experience of generating and presenting complex management and performance information and are able to present and communicate it, simply and concisely in a way that connects with those whose core skills aren't financial or analytical.

You will be adept at analysing information in order to generate ideas and find solutions to problems. You will have a high level excel spreadsheeting skills, including the ability to create and manipulate pivot table data, work with our IT team to integrate data into our CRM and Business Intelligence systems.

You will have experience of developing business and commercial models for new businesses or products.

You will be able to form strong and effective working relationships where you can motivate people to achieve the best business solutions. You will enjoy working in a fast moving and dynamic environment with people who are passionate about delivering our purpose. You will have the ability to respond to changing environment using data to build solutions and make good decisions. You will have experience of managing service budgets that includes experience of developing and /or managing contracts and invoicing clients.

You will have experience of planning and organising projects or programmes of work related to business solutions that require you to monitor your and others work to respond to issues to achieve the business's ambitions.

## **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
- 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

*Practice Unbound is a service created by Care Unbound Limited - trading as Here  
Company number 6528491 Registered offices at Fourth Floor, 177 Preston Road, Brighton, BN1*

**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: .....

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|---|-------------------|
| <b>JD author (name and job title):</b>                        | Sarah Bartholomew |
| <b>Date JD agreed:</b>  |                   |
| <b>Brief description of reason for review (if applicable)</b> |                   |
| <b>Version number</b>   | 1.0               |