

# WELCOME TO NHS GREATER GLASGOW AND CLYDE CANDIDATE INFORMATION PACK

**Post: SENIOR BUSINESS AND DELIVERY  
MANAGER**



**Location: Glasgow**  
**Job Reference: 98270**  
**Closing Date: Tuesday, 26<sup>th</sup> April 2022**

*Delivering better health*

[www.nhsggc.org.uk](http://www.nhsggc.org.uk)



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**For further details on how to apply and to complete the NHS Scotland Online application form**

**Please visit <https://apply.jobs.scot.nhs.uk> select Region > Greater Glasgow and Clyde > Job Type Executive Level > Job Reference No: 98270**

## Dear Candidate

Thank you for expressing an interest in the post of **Senior Business and Delivery Manager, NHS Greater Glasgow and Clyde**.

We hope the candidate information pack will help you decide whether you are the right person to meet the key challenges for this opportunity.

This role offers the successful candidate a rewarding career opportunity to work with an already strong team of clinical and non-clinical staff who deliver high quality services that meet the evolving and increasingly complex healthcare needs of the diverse communities we serve across Greater Glasgow and Clyde.

We are seeking candidates who will bring the right blend of skills and experience necessary to lead and develop a team of dedicated professionals. Most importantly you will bring a fresh, forward-thinking and collaborative approach to the role which is central to the continued improvement of the Services we deliver.

We hope you will be inspired by this fantastic career opportunity and look forward to receiving your application should you decide to apply.

### *The Recruitment Process*

Candidates should note that the recruitment process will include for shortlisted candidates a pre-interview assessment stage prior to formal interview. Please note to comply with NHS Greater Glasgow and Clyde's social distancing practices all stages of the recruitment process including interviews may be conducted virtually via Microsoft Teams.

The following is included in this candidate information pack to help you with your application:

- Recruitment Advertisement
- Job Description and Person Specification
- Summary Terms and Conditions of Appointment - NHS Greater Glasgow and Clyde
- Recruitment Process and Timetable
- How to Apply

If you have a disability or long-term health problem, the Board are committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact [susan.chisholm@ggc.scot.nhs.uk](mailto:susan.chisholm@ggc.scot.nhs.uk).

Thank you for your interest in the post.

### *Recruitment Services*

## Recruitment Advertisement

### NHS Greater Glasgow and Clyde



**Post:** Senior Business and Delivery Manager

**Salary:** Agenda for Change Band 8a: £50,965 - £55,016 per annum  
(pro rata for part time)

**Tenure:** Permanent

**Hours:** 37.5 hours

**Location:** Glasgow

#### **Relocation Package where appropriate**

NHS Greater Glasgow and Clyde is one of the largest healthcare systems in the UK with an annual revenue budget of £3.2 billion, employing 38,000 staff. We deliver acute hospital, primary, community and mental health care services to a population of over 1.15 million and a wider population of 2.2 million when our regional and national services are included.

We actively engage with key partners including patients and the public, the Scottish Government, 6 Health and Social Care Partnerships, Local Authorities and voluntary organisations to involve them in the development and the provision of services within the NHS Greater Glasgow and Clyde area.

This is a truly exciting time to consider joining the largest NHS Board in Scotland as we take forward our ambitious 'Moving Forward Together' transformational change programme which sets out the strategic direction of our longer term focus and vision.

We are now looking to appoint an inspirational, dynamic and highly creative individual who will report to and work closely with the Chief Executive in the provision of executive leadership support across a complex and concurrent portfolio of work programmes. With a particular focus on Service Development and Improvement, Effective Performance Management, Financial and Corporate Governance the post holder will impact and influence at the most senior level within the organisation to ensure the delivery of the Board's key priority actions.

As the new Senior Business and Delivery Manager you will operate in a complex and political environment and will have a central role supporting, often within demanding timeframes, key performance priorities as defined by the Chief Executive including development and contribution to policy, planning and service delivery, budget control and the delivery of quality improvement targets.

This high profile and challenging role comes with a high degree of autonomy and one where the post-holder is required daily to anticipate, identify and provide solutions to a variety of complex operational issues and at the same time provide expert guidance on a wide and extensive range of matters to the Chief Executive and the wider executive leadership team.

The successful candidate will require a knowledge regarding complex health and social care regulation and it would therefore be advantageous if your experience has been gained in an NHS or Local Authority organisation, applications are also welcome from the wider public and private sector.

Educated to degree level in a relevant subject (or equivalent experience) we are looking for an individual who has a strong track record of managing projects at a senior level in a complex organisation and can demonstrate a track record in the development and contribution to policy, planning and service delivery encapsulating evidence of performance management, monitoring and evaluation techniques .

If you are inspired by the challenges this opportunity presents and believe you have the relevant skills, experience and qualities we are seeking then we look forward to receiving your application which will be given careful consideration.

NHS Greater Glasgow and Clyde encourages applications from all sections of the community. We promote a culture of inclusion across the organisation and are proud of the diverse workforce we have.

For more information about the job purpose and key result areas for this role please refer to the Job Description and Person Specification which can be found in the Candidate Information Pack for the post.

If you would like to find out more about the post before applying, for a confidential discussion you can contact:-

**Jane Grant, Chief Executive, NHS Greater Glasgow and Clyde on 0141 201 4602 or email: [jane.grant@ggc.scot.nhs.uk](mailto:jane.grant@ggc.scot.nhs.uk)**

For a Candidate Information Pack and further application information, please visit <https://apply.jobs.scot.nhs.uk> and follow the link to Greater Glasgow and Clyde, look under Senior Manager level – Job Reference No: 98270 or alternatively contact Susan Chisholm, Recruitment Lead, Recruitment Services, NHS Greater Glasgow and Clyde to request a Candidate Information Pack at [susan.chisholm@ggc.scot.nhs.uk](mailto:susan.chisholm@ggc.scot.nhs.uk) or by calling +44 (0)7866 795409.

Closing date for all applications is: **Tuesday, 26th April 2022**

Interviews are expected to take place **early May 2022**.

Please note to comply with NHS Greater Glasgow and Clyde's social distancing practices we may carry out all stages of the recruitment process including interviews virtually via Microsoft Teams.

Find out more about NHS Greater Glasgow and Clyde at [www.nhsggc.org.uk](http://www.nhsggc.org.uk)

EU Settlement Scheme - EU, EEA or Swiss nationals are strongly encouraged to join the EU Settlement Scheme prior to 30th June 2021. As part of the recruitment process, you will be required to produce proof of your EU Settlement status from 1st July 2021 to demonstrate your Right to Work in the United Kingdom. Further information: <https://www.gov.uk/settled-status-eu-citizens-families>

As part of the recruitment process, you will be required to produce proof of your EU Settlement status from 1st July 2021 to demonstrate your Right to Work in the United Kingdom

<b>Job Details</b>	
Job Title:	<b>Senior Business and Delivery Manager</b>
Responsible to:	<b>Chief Executive</b>
Department(s):	<b>NHS Greater Glasgow and Clyde</b>
Directorate:	<b>Corporate Services</b>
Grade/Salary:	<b>Agenda for Change 8A</b> <b>£50,965 to £55,016 per annum</b>

<b>Job Purpose</b>
<p>The Post holder is responsible for the provision of direct, personal support to the Chief Executive to ensure the work of the Chief Executive is co-ordinated and actioned in a timely manner, working across the wider system to ensure the Chief Executive is fully briefed for meetings, actions are followed up and priority actions delivered.</p> <p>The post holder is responsible for enabling the delivery of a complex and concurrent portfolio of work as assigned by the Chief Executive ensuring service changes and improvements are implemented, monitored and evaluated. The post holder will undertake data analysis, present information using a variety of formats to support continuous improvement and support key performance priorities as defined by the Chief Executive of NHS Greater Glasgow and Clyde.</p> <p>The role has a particular focus on:</p> <ul style="list-style-type: none"><li>• Service development and improvement</li><li>• Effective Performance Management</li><li>• Financial Governance</li><li>• Corporate Governance</li></ul>

<b>Dimensions</b>
<p>The post holder's responsibilities will impact on all of NHSGGC services, including all acute sites, HSCPs and corporate departments while working on behalf of the Chief Executive.</p> <p>Leading and monitoring a wide range of complex projects across all areas of the NHS Board on behalf of the Chief Executive including budget control and the delivery of quality improvement targets, often within a demanding timeframe.</p> <p>Responsible for the development, implementation and delivery of designated programmes and projects across the Board agenda of a complex nature</p>

### **Dimensions contd../**

Responsible for leading of key improvement programmes across the whole system within NHSGGC on behalf of the Chief Executive.

The post holder is employed within NHSGGC and there may be a requirement to work flexibly across NHSGGC to meet the service demands of the post

### **Organisational Position**

**See Appendix 1**

### **Role of the Department**

The post holder will assist the Chief Executive in the provision of executive leadership of NHS Greater Glasgow and Clyde. The principle aims of NHS Greater Glasgow and Clyde are:

- to improve and protect the health of local people;
- to improve health services for local people;
- to focus clearly on health outcomes and people's experience of their local NHS system;
- to promote integrated health and social care by working closely with the Chief Officers of the HSCPs;
- to provide a focus of accountability for the performance of the NHS Board.

Its main responsibilities are:

- strategic development;
- resource allocation and financial management;
- implementation of the Annual Operating Plan in partnership with HSCPs;
- performance Management of the Acute Division, HSCPs, Corporate and specialist services;
- maintenance and development of Corporate, Clinical, Financial and Staff Governance.

The Board, in consultation with the Scottish Government and relevant partners, sets an Annual Operating Plan to improve the health status of the local population and develops measures to improve health in terms of quality, effectiveness and efficiency. This role must be undertaken in partnership, but the prime responsibility lies with NHS Greater Glasgow and Clyde, especially in terms of allocating and evaluating the utilisation of the resources controlled by the Board. The strategic direction of the NHS Board is outlined in the Moving Forward Together strategy which outlines a longer term focus and vision for the NHS Board.

## **Role of the Department contd../**

NHS Greater Glasgow and Clyde actively engages with key partners including the Scottish Government, Integrated Joint Boards (IJB), other NHS Boards, Local Authorities and other planning partners, independent contractors, Scottish Health Council, voluntary organisations, patients and the public to involve them in the development and implementation of the Annual Operating Plan and the provision of services within the NHS Greater Glasgow and Clyde area.

## **Key Result Areas**

1. Provide direct and personal support for the Chief Executive, problem solving and troubleshooting according to need to ensure the Chief Executive can be effective in the full range of roles and duties.
2. Provides specialist management expertise, analysis and leadership to facilitate the achievement of NHSGGC services' annual, medium and long-term strategic plans and objectives through the management of projects for key work streams.
3. With delegated authority from the Chief Executive, lead on work programmes to ensure service change and performance improvements are implemented, monitored and evaluated with a particular focus on effective and efficient services, modernisation, effective performance management and fiscal governance.
4. To lead, develop and manage a portfolio of projects across NHSGGC's span of provision ensuring service plans follow recognised project management methodology to deliver within programme timescales and budget parameters.
5. Responsible for providing detailed analysis, insight, options, benchmarking intelligence and forecasting expertise to support the Chief Executive in producing timely, accurate and detailed papers and business cases as required for the most senior fora within the Board including NHSGGC's public board meetings.
6. To collate and analyse information from a range of systems, service and sources to support the Chief Executive in producing detailed accurate data and analysis of acute performance to support Scottish Government requirements as required.
7. Maintain good knowledge of emerging national policies from the Scottish Government and regulatory bodies, analysing and operating these policies in order to inform local strategy, programme design and decision making, ensuring that all the implications for the design and delivery of programmes are addressed
8. Using service improvement and development methodologies, tools and approaches, work with local colleagues on agreed improvement plans, including data analysis, preparation and monitoring of performance.
9. Responsible for analysis of corporate information and data, developing regular progress reports, identifying areas of risk to enable remedial actions to be initiated as required.
10. Responsible for undertaking complex audit activity as required by the Chief Executive.

### Key Result Areas contd../

11. Responsible for deploying effective communication strategies across a range of service areas ensuring engagement of all stakeholders to enable achievement of acute service plans and objectives including performance improvement and service change.
12. Develop effective business processes as directed by the Chief Executive including the monitoring and tracking of Business Cases (both capital and revenue).
13. As directed by the Chief Executive, support the development of training programmes as necessary to support the implementation of projects and where required mentor and support project leads in the development of sustainable project delivery skills and capabilities.

### Equipment and Machinery

The following are examples of equipment which will be used when undertaking the role:

PCs, Laptops and for audio/visual presentations during meetings  
Computer/printer for use of software applications, communication etc.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

### Systems

The following are systems of equipment which will be used when undertaking the role:

The post holder will be required to use the following systems in the course of their work for developing and monitoring project plans, producing reports and analysis project information:

Email and other MS Office applications to support programme management/development work and project monitoring/reporting.

MS teams to ensure effective communication/team working.

NHSGGC's Patient Information System and corporate Information data and dashboards

Intranet/Internet for accessing information sources to support project implementation. Project and Performance Management systems to support planning.

### **Assignment and Review of Work**

The post holder is accountable to the Chief Executive with whom objectives will be agreed and performance reviewed.

Work is reviewed annually through Objective Setting, Personal Development Planning & Review system.

### **Decisions and Judgements**

Expert resource when leading and managing a portfolio of projects including expert analysis of complex information/data/performance against trajectory, troubleshooting and establishing remedial actions to be taken forward by acute services.

Expert resource on improvement methodology to support recovery and sustainability plans in line with national targets.

The post holder will be expected to be the key source of knowledge for these high profile initiatives informing the senior management team via briefings and reporting, often within a highly emotive and challenging environment due to the subject matter being managed.

Interpret national guidance, overall organisational principles and broad organisational policies to inform the development of programmes of work.

Identify key corporate service plan parameters and set operational targets indicators throughout the duration of programmes of work.

Using information from risk assessments, make informed decisions to manage/eliminate any associated risk.

Determine appropriate allocation and use of resources, both financial and staffing throughout duration of plans

### **Most Challenging Parts of the Job**

Engaging services to support achievement of plans and objectives whilst they continue to deliver day to day business.

Prioritisation and achievement of deadlines within the extensive and varied agenda of the NHS GGC services strategic priorities.

Requirement to anticipate, identify and provide solutions to a variety of complex operational issues.

In conjunction with the Chief Executive, support constructive and objective challenge to senior managers in their approach, robustness and performance against plans.

Autonomously manage concurrent initiatives/developments and delivering results within agreed timescales and financial envelope.

## Communications and Relationships

The post holder is required to demonstrate advanced interpersonal, communication and negotiation skills to facilitate effective engagement of key stakeholders and facilitate achievement of the plan milestones.

Presentation to Board Seminars and Board Meetings to explain the detail of major and fundamental issues of strategy, service redesign and public consultation ensuring appropriate briefing and informed decision making and responding to issues raised at such meetings.

Need to involve and work with key senior staff (both internal and external to NHSGGC) and its partner agencies to influence, inform and expedite the formulation and delivery of highly complex service issues. Need to involve the local community in the strategic decision making process around service issues. In some instances, e.g. where there is a potential to withdraw or reduce service provision at a specific location, these discussions can be highly contentious.

Required to undertake formal presentations on NHSGGC objectives, progress and outcomes to diverse groups of staff, with the ability to respond to any questions that may arise:

### Examples of key stakeholders:

#### Internal

- NHS Board members, including the Chairman, Vice Chairs and both, Executive and non-Executive members.
- Other senior Directors, Sector Directors, Chief Officers, General Managers, Clinical Service Managers, Medical and Nurse Directors, Clinical Directors, Partnership colleagues.
- Senior Management Teams
- Partnership representatives ensuring that all plans and activities are jointly endorsed and progressed on a partnership basis.
- eHealth
- Project Teams to ensure that team members are able to undertake expected duties.

#### External

- Senior staff in partner organisations e.g. Scottish Government and other Health Boards.
- Collaboration with other Health Boards and public service areas in order to maximise any potential shared benefits.
- MSPs / MPs / local elected members
- NHS Scotland

## Physical, Mental, Emotional and Environmental Demands of the Job

### Physical Skills

- Standard keyboard skills for producing complex reports and project plans.

### Physical Effort

- Travel between multiple sites, carrying IT equipment as required

### Mental

- Frequent concentration required when analysing data, report writing, participating in meetings, presenting to groups and reviewing acute plans and milestones.
- Interruptions from staff/managers across services seeking advice/guidance. When responding to demands from the wide range of staff from all levels across the organisation either during meetings, during training courses or by phone, the post holder must be able to recall, contextualise, and apply as appropriate, strategic and organisational policy/procedures or good practice.

### Emotional

- The post holder is occasionally required to facilitate potentially emotive meetings or training events where they are direct challenges to the post holder due to the nature of the programme

### Environmental

- Office environment.
- Travel between sites

## Knowledge, Training and Experience Required to do the Job

### **Qualifications and Experience**

Educated to degree level plus significant previous experience in managing projects at a senior level in a complex organisation. In addition, the post holder should have a proven record of achievement within a large complex organisation, preferably within the NHS or a local authority.

They must be able to demonstrate integrity, effective leadership and management skills, evidencing successful delivery of service redesign, financial management and tackling inequalities.

Skills in the development of, and contribution to, policy, planning and service delivery encapsulating evidence of performance management, monitoring and evaluation techniques will also be essential.

Evidence is required of the ability to develop and maintain effective partnership relationships within the organisation and with key stakeholders to achieve the aims of the post. Knowledge of service improvement tools and techniques is essential.

## **Knowledge, Training and Experience Required to do the Job contd../**

Evidence is required of the ability to develop and maintain effective partnership relationships within the organisation and with key stakeholders to achieve the aims of the post. Knowledge of service improvement tools and techniques is essential.

Experience of data analysis and monitoring, change management, service redesign and improvement, performance management systems.

### **Qualities/Skills/Aptitudes**

Strong interpersonal skills, effective organiser and effective communication with ability to present information logically in both written and oral form, computer literate, ability to negotiate and coherently argue a case for change.

Strong leadership skills with ability to motivate and empower staff and develop good working relationships at all levels.

## Organisational Position

**Chief Executive**

*This post*

6 HSCP  
Chief  
Officers

Director  
of  
Estates  
and  
Facilities

Director  
of Public  
Health

Director  
of  
Finance

Executive  
Director  
of  
Nursing

Chief  
Operating  
Officer,  
Acute  
Services

Director  
eHealth

Medical  
Director

Director  
of HR  
and OD

Director of  
Communications  
and Engagement

Director of  
Corporate  
Services &  
Governance

**Person Specification**  
**Post: Senior Business and Delivery Manager**



**Qualifications/Professional Membership**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Educated to degree level plus significant previous experience in managing projects at a senior level in a complex organisation.</li> <li>• Proven record of achievement within a large complex organisation, preferably within the NHS or a local authority.</li> </ul>
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**Skills and Experience**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate integrity, effective leadership and management skills, evidencing successful delivery of service redesign, financial management and tackling inequalities.</li> <li>• Skills in the development of, and contribution to, policy, planning and service delivery, encapsulating evidence of performance management, monitoring and evaluation techniques</li> <li>• Evidence of the ability to develop and maintain effective partnership relationships within the organisation and with key stakeholders to achieve the aims of the post.</li> <li>• Knowledge of service improvement tools and techniques</li> <li>• Experience in data research, analysis and monitoring of change management, service redesign and performance management systems, with ability to interpret complicated data sets and extract key themes and trends</li> <li>• Evidence of delivering people centred engagement models and evidence of successful outcomes in terms of staff feedback.</li> <li>• Proven ability to prioritise, meet deadlines and make best use of limited resources</li> </ul>
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**Personal Attributes**

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills and the ability to motivate and empower staff and develop good working relationships at all levels</li> <li>• Able to communicate at Board level and to present information logically in both written and oral form</li> <li>• Able to negotiate and coherently argue a case for change</li> <li>• Able to operate effectively under pressure and to support colleagues experiencing same</li> <li>• Be empathetic and have a strength in listening and interpreting needs of others</li> <li>• Evidence of working with high levels of confidentiality</li> <li>• Be a positive role model in both internal and external relationships</li> <li>• Comfortable working with competing demands</li> <li>• Proactive, flexible and adaptable work approach</li> </ul>
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## Summary of Terms and Conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement

<b>Job title</b>	<b>Senior Business and Delivery Manager</b>
<b>Job reference number</b>	<b>98270</b>
<b>Closing date</b>	<b>Tuesday, 26<sup>th</sup> April 2022</b>
<b>Vacancy enquiries to</b>	<p>If you would like to find out more about this role before applying, please contact:</p> <p>Jane Grant, Chief Executive, NHS Greater Glasgow and Clyde on 0141 201 4602 or email: <a href="mailto:jane.grant@ggc.scot.nhs.uk">jane.grant@ggc.scot.nhs.uk</a> for a confidential discussion</p>
<b>Agenda for Change band:</b>	<b>Band 8A</b>
<b>Salary</b>	<b>£50,965 - £55,016 per annum (pro rata)</b>
<b>Hours</b>	<b>37.5 hours per week</b>
<b>Base</b>	<b>JB Russell House, Board Headquarters, Gartnavel Royal Hospital, 1055 Great Western Road, Glasgow G12 0XH</b>
<b>Contract type</b>	<b>Permanent</b>
<b>Annual leave</b>	The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.
<b>Superannuation</b>	All employees are automatically enrolled in the <a href="#">Scottish Public Pensions Agency</a> .
<b>Healthcare Support Workers</b>	All NHS Scotland post holders that are not governed by a regulatory or professional body are considered to be healthcare support workers.

	<p>On appointment, you will be expected to comply with the <a href="#">NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers</a>.</p> <p>Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues.</p> <p>Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.</p>
<b>Smokefree policy</b>	<p>NHS Greater Glasgow and Clyde operates a <a href="#">smokefree policy</a> on all premises and grounds.</p>
<b>Equal Opportunities</b>	<p>NHS Greater Glasgow and Clyde is as an <a href="#">equal opportunities employer</a>.</p>

## RECRUITMENT PROCESS AND TIMETABLE



**The closing date for applications for these posts is Tuesday, 26<sup>th</sup> April 2022**

The scheduling of each stage of the recruitment and selection activity. Outlined below are key note timescales within this recruitment campaign. All candidate applications will be acknowledged and treated in the strictest of confidence.

Candidates should note that the recruitment process will include for shortlisted candidates a pre-interview assessment stage prior to formal interview. The results of this stage and subsequent stages of the recruitment process will be kept confidential and restricted to only those who have direct responsibility for the decision making in the recruitment to this post.

Recruitment Stage	Planned Date
Recruitment Advertising Campaign opens	Monday, 11 <sup>th</sup> April 2022
Closing date for return of applications	Tuesday, 26 <sup>th</sup> April 2022
Shortlisted candidates advised of outcome of application	Early May 2022
Preliminary Assessment Stage: Shortlisted applicants will be invited to participate in a preliminary assessment stage. The arrangements will be discussed with candidates selected for shortlist.	Details will be confirmed with shortlisted candidates.
Final Panel interview	Early/Mid May 2022

### Special Requirements for Selection Events

Where appropriate we are fully supportive in discussing making any reasonable adjustments to the recruitment process to ensure no candidate is disadvantaged as a result of a disability or any other health condition.

If you require any special arrangements to be made in regards your participation in selection event, please indicate this by contacting separately **Susan Chisholm, Recruitment Lead, Recruitment Services, NHS Greater Glasgow and Clyde on 07866 795409** or email: [susan.chisholm@ggc.scot.nhs.uk](mailto:susan.chisholm@ggc.scot.nhs.uk)

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment.

If you require further information on any stage of the recruitment process the please contact Susan Chisholm as detailed above.

## **Data Protection legislation**

The information supplied by your application will only be processed by authorised NHS Greater Glasgow and Clyde personnel involved in relevant stages of the recruitment process.

Applications submitted via the NHS Scotland Recruitment system Job Train will be retained by NHS Greater Glasgow and Clyde and will be used for the purpose of processing your application and for statistical and audit purposes. NHS Greater Glasgow and Clyde will process the information for the stated purposes in regards your application for employment. If your application is unsuccessful your information will be retained securely for 12 months from the completion of the recruitment process and then confidentially destroyed.

## HOW TO APPLY

NHS Greater Glasgow and Clyde's Recruitment team will coordinate candidate communications including application confirmation and the scheduling of each stage of the recruitment and selection activity.

Please note the Closing Date for returning applications: **Tuesday, 26<sup>th</sup> April 2022**

**Candidates will be unable to submit applications after the closing date**

**If you would like to find out more about this role before applying, please contact:**

**Jane Grant, Chief Executive, NHS Greater Glasgow and Clyde on 0141 201 4602 or email: [jane.grant@ggc.scot.nhs.uk](mailto:jane.grant@ggc.scot.nhs.uk) for a confidential discussion.**

Please refer to Job Description and Person Specification for details of the role.

To apply for the post of **Senior Business and Delivery Manager** please complete the following:-

- All applications are invited via the NHS Scotland Recruitment system – Jobtrain and therefore will need to be completed and submitted online via Jobtrain. You will be able to access the Jobtrain system, and complete your application, via devices with an internet connection. The application will include a supporting statement describing how your skills, knowledge and experience meet the Person Specification.
- You can use the following link that will take you to the Recruitment advert on JobTrain: [www.apply.jobs.scot.nhs.uk](http://www.apply.jobs.scot.nhs.uk) look under Region > Greater Glasgow and Clyde then Job Type >Executive Level and then in Keyword section insert > job reference **98270** to access and complete the online application form.
- On clicking “Apply for Job” button you will be prompted to register for a new Jobtrain user account if you haven't already done so before, and you just need to then follow the instructions.
- Your application is the key document that will determine whether you will be shortlisted. You must, therefore, be able to demonstrate within your application how you meet the essential requirements being tested at this stage. You should provide clear and succinct information about yourself and how you meet the criteria that are being tested at this application stage.
- It is important you complete the online application form in full. This is to ensure the selection panel can easily find the information they require, and can review the responses from all candidates equally and transparently. For this reason, applications from candidates who have not completed the online application form and provided a CV will not be considered, unless there are reasonable adjustments required. Linking to websites for information (such as LinkedIn) is not acceptable.

- Please note you will be asked to complete a Supporting Statement which is in the form of 3 Assessment Questions.
- The interview panel will not make assumptions about your evidence so it is important that you take the time to ensure that you are comfortable with the information you are providing in your application.
- Be clear and succinct in your answers as there are word limits for each section, The Personal Information and Equalities Monitoring Information sections of the application form are never seen by the interview panel and are not used to assess your suitability for appointment.
- Please include details of 2 Referees, one of which must be your current or most recent employer. Referees will not be approached without obtaining your prior consent.
- All offers of employment will be subject to completion of pre-employment compliance checks.
- If you have any questions or require any support regarding the application process, details of any unavailability over February 2022 or any other information in support of your application, please do not hesitate to contact **Susan Chisholm, Recruitment Lead – Recruitment Services, NHS Greater Glasgow and Clyde on 07866 795409 or email: [susan.chisholm@ggc.scot.nhs.uk](mailto:susan.chisholm@ggc.scot.nhs.uk)**
- Candidates are also requested to complete the Equal Opportunities Monitoring Section of the Application Form. This section of your application will not be made available to anyone responsible for shortlisting and interviewing for the post.

**All applications will be acknowledged and treated in the strictest of confidence.**

### **Further Information**

If you have any further queries regarding the recruitment and selection process, please do not hesitate to contact **Susan Chisholm, Recruitment Lead – Recruitment Services, NHS Greater Glasgow and Clyde on 07866 795409 or email: [susan.chisholm@ggc.scot.nhs.uk](mailto:susan.chisholm@ggc.scot.nhs.uk)**

**All applications will be acknowledged and treated in the strictest of confidence.**

## ABOUT NHS GREATER GLASGOW AND CLYDE

*At NHS Greater Glasgow and Clyde, our purpose is to: “**Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.**”*

The National Health Service (Scotland) Act 1972, established Greater Glasgow Health Board (“the Board”) on 1 April 1974, with responsibility for providing health care services for the residents of Greater Glasgow. On 1 April 2006, the area covered by the Board was enlarged to include the Clyde area of the former Argyll and Clyde Health Board. NHS Greater Glasgow and Clyde serves a population of approximately 1.14m. We also provide a wide range of regional Services to the West of Scotland and National services.

The Board is responsible for improving the health of our local population and delivering the healthcare it requires. Our purpose is to provide strategic leadership and direction, and ensure the efficient, effective and accountable governance of the local NHS system.

### Specific roles of the Board include:

- Improving and protecting the health of the local people;
- Providing an improved health service for local people;
- Focusing on health outcomes and people’s experience of their local NHS system;
- Promoting integrated health and community planning by working closely with other local organisations;
- Providing a single focus of accountability for the performance of the local NHS system.

### The work of the Board includes:

- Strategy development - to develop a single Local Delivery Plan for the area;
- Implementation of the Local Delivery Plan;
- Resource allocation to address local priorities; and
- Performance management of the local NHS system.

The Board is the largest employer in Scotland with a total of 41,260 staff (head count). The Board has an annual budget of £3.6 billion.

Our structure comprises an Acute Division and a shared interest with local authority partners in six Health and Social Care Partnerships (HSCP). The latter are overseen by Integration Joint Boards. HSCPs are joint organisations formed with local authority partners. They are responsible for managing jointly-provided services.

The Acute Division and HSCPs have responsibility for delivery of the Board's business objectives. The Board provides services through 6,000 beds across:

- 9 acute inpatient sites
- The Beatson West of Scotland Cancer Centre
- 10 Mental Health Inpatient sites
- 6 Mental health long stay rehab sites.
- Contracts with around 242 GP Surgeries (790 General Practitioners)
- Dental services in more than 270 locations
- Over 180 Optician practices
- Over 50 Health Centres and Clinics
- More than 300 Pharmacies

## Education and Research

There are 6 teaching hospital sites with additional teaching and research facilities for Medical, Nursing, Midwifery and Allied Health Professionals across Acute Services, which have responsibility for ensuring effective partnerships with 4 universities and local colleges who play a vital role in the education and training of all our health care professional:

- University of Glasgow
- Glasgow Caledonian University
- University of Strathclyde
- The University of the West of Scotland

We have 35 hospitals of differing types providing a comprehensive range of Acute Hospital, Maternity, Mental Health and Community Care facilities.

We work with our six Health and Social Care Partnerships covering Glasgow City, Renfrewshire, East Renfrewshire, Inverclyde, East Dunbartonshire and West Dunbartonshire.

In addition we are supported by our Board wide Corporate service's directorates including Public Health, Estates and Facilities, e-Health, as well as corporate teams in Finance, Planning and Human Resources and Organisational Development and other specialist services.

We are committed to delivering high quality, innovative health and social care that is person-centred. Our ambition is to be a quality-driven organisation that cares about people -patients, their relatives and carers and our staff and is focused on achieving a healthier life for all.

Our Acute care is provided across NHS Glasgow and Clyde on a range of main sites visit here to find out more: - [www.nhsggc.org.uk/locations/hospitals](http://www.nhsggc.org.uk/locations/hospitals)

- Beatson West of Scotland Cancer Care
- Gartnavel General Hospital
- Glasgow Royal Infirmary
- Inverclyde Royal Hospital
- Lightburn Hospital
- Queen Elizabeth University Hospital

- Royal Hospital for Children
- The Institute of Neurological Sciences
- Princess Royal Maternity Hospital
- Royal Alexandra Hospital
- Vale of Leven Hospital

3 Ambulatory Care Hospitals (ACH) are located at:

- New Stobhill ACH Hospital
- New Victoria ACH Hospital
- West Glasgow ACH Hospital

Each year we deliver around 170,000 emergency medical and 62,000 emergency surgical episodes and 165,000 day cases. We continue to operate one of the busiest A&E/minor injuries units in the UK with 455,000 attendances. We deliver 400,000 new outpatient attendances.

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### Health and Social Care Partnerships

Health and Social Care Partnerships (HSCPs) are innovative partnerships, responsible for delivering all local health and social care services to Local Authorities in an integrated way. The HSCP is a full partnership between Local Authorities and NHS Greater Glasgow and Clyde.

The HSCP brings together services for children, families, adults and older people and is committed to improving the health of people living and to making a difference to health inequalities.

Health and Social Care Partnerships, (HSCPs) are the organisations formed as part of the integration of services provided by Health Boards and Councils in Scotland. Each partnership is jointly run by the NHS and local authority.

HSCPs manage community health services and create closer partnerships between health, social care and hospital-based services.

To find out more about Health and Social Care Partnerships (HSCPs) visit the appropriate website below:

#### **East Renfrewshire Council**

[www.eastrenfrewshire.gov.uk/](http://www.eastrenfrewshire.gov.uk/)

#### **East Dunbartonshire Council**

[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk/)

#### **Glasgow City Council**

[www.glasgow.gov.uk/](http://www.glasgow.gov.uk/)

#### **Renfrewshire Council**

[www.renfrewshire.gov.uk/](http://www.renfrewshire.gov.uk/)

#### **West Dunbartonshire Council**

[www.west-dunbarton.gov.uk/](http://www.west-dunbarton.gov.uk/)

#### **Inverclyde Council**

[www.inverclyde.gov.uk/](http://www.inverclyde.gov.uk/)

## Our Workforce Strategy Ambition

NHS Greater Glasgow and Clyde is an organisation which is renowned for modern high-quality patient care and progressive medicine.

It is therefore vital that we continue to attract and nurture the most talented and public service focused people, both locally and from around the world and achieve our ambition of 'Growing our Great Community'.

Our Workforce Strategy sets out how we will achieve this and develop NHSGGC under our corporate objective of '**Better Workplace**'. Our current and future employees are our greatest strength and this Strategy describes the foundations, framework, support and opportunities which underpin our 4 workforce pillars:



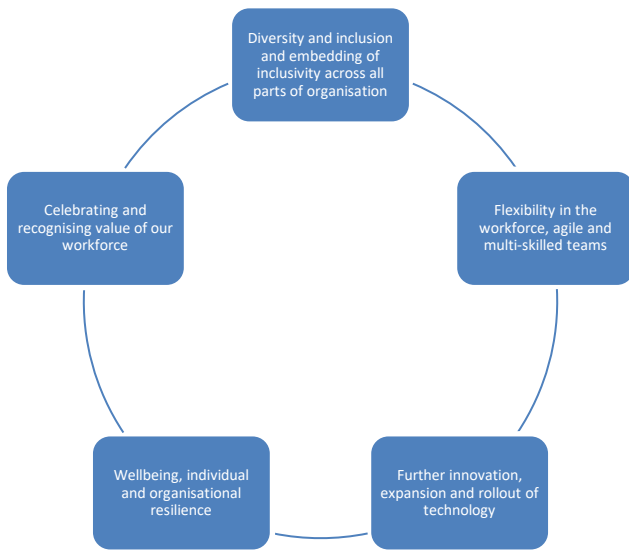
Whilst we are proud of our achievements so far, our future plans look to address the significant health and social care challenges that continue to affect our patients and our local communities. Beyond that we look to recognise the challenges as seen through the experiences of other key stakeholders, including our employees; local and national government; and other private, charitable and third sector partners.

We need to support our employees at every point in their career journey, starting at attraction and recruitment; to nurturing those at the beginning and developing throughout their careers; and to finding flexible ways to enable staff to continue working to fit in with their lives and both physical and emotional demands, through a person centred approach.

NHS Greater Glasgow and Clyde also has a significant relationship with independent contractors and third sector organisations, and it is critical that our Workforce Strategy recognises partnership working and that there is a shared aspiration towards achieving ambitions and values collectively, and that where relevant access to support and services are clearly set out and there is ongoing engagement.

Whilst COVID-19 has undoubtedly been very challenging for NHS Greater Glasgow and Clyde it has also enabled us to deliver substantial projects and make changes quickly. We have responded rapidly to government guidelines and regulations, adapted to changing public behaviours and continue to support employee mental and physical wellbeing.

Our Workforce Strategy will ensure that we capture learning and opportunities from COVID-19. Key aspects focus around:



## How To Access Additional Useful Documents

Should you wish to access additional information in advance of completing your application please find below links to key strategic documents alternatively for copies please contact:

Lynne Stockey, General Manager - Recruitment Service, NHS Greater Glasgow and Clyde on 0141 278 2623/07766441665 or email: [lynne.stockey@ggc.scot.nhs.uk](mailto:lynne.stockey@ggc.scot.nhs.uk)

<p>Meet the Board</p> <p><a href="https://www.nhsggc.scot/about-us/nhs-board/meet-the-board/">https://www.nhsggc.scot/about-us/nhs-board/meet-the-board/</a></p>
<p>NHSScotland : Nursing 2030 Vision</p> <p><a href="http://www.gov.scot/publications/nursing-2030-vision">www.gov.scot/publications/nursing-2030-vision</a></p>
<p>NHS Greater Glasgow and Clyde - Moving Forward Together</p> <p><a href="http://www.movingforwardtogetherggc.org">www.movingforwardtogetherggc.org</a></p>
<p>NHS Greater Glasgow and Clyde Health Care Quality Strategy</p> <p><a href="http://www.nhsggc.org.uk/190219-the-pursuit-of-healthcare-excellence-paper_low-res.pdf">www.nhsggc.org.uk/190219-the-pursuit-of-healthcare-excellence-paper_low-res.pdf</a></p>
<p>NHS Greater Glasgow and Clyde Remobilisation Plan</p> <p><a href="http://www.nhs.org.uk/item-13-paper-21_45-rmp3-update.pdf">www.nhs.org.uk/item-13-paper-21_45-rmp3-update.pdf</a></p>
<p>NHS Greater Glasgow and Clyde Workforce Strategy</p> <p><a href="http://www.nhsggc_board_paper_2021-04-27_item-13_paper-21-16_workforce-strategy-2021-2025.pdf">www.nhsggc_board_paper_2021-04-27_item-13_paper-21-16_workforce-strategy-2021-2025.pdf</a></p>
<p>NHS Greater Glasgow and Clyde Integrated Performance Report August 2021</p> <p><a href="http://www.nhsggc.org.uk/media/268676/item-10-paper-21_42-integrated-performance-report.pdf">www.nhsggc.org.uk/media/268676/item-10-paper-21_42-integrated-performance-report.pdf</a></p>

## Living and Working in the Greater Glasgow and Clyde area



We understand that choosing the right place to live is just as important as choosing the right job. Many people who have moved from abroad to Scotland have been attracted by the opportunity to enhance their quality of life.

We are aware you will ask yourself many questions and do a lot of research before making your final decision to move to Scotland.

Scotland's people are well known for being warm, welcome and friendly. Scotland is a home to over five million people, and it is estimated that for every person living in Scotland, another five people living across the world have Scottish ancestry. With such wide connections spreading to every corner of the globe, it is no wonder that overseas visitors are made to feel like they are returning home!

As a place to live, the Greater Glasgow and Clyde area has many attractions. The West of Scotland combines cosmopolitan charm, lush countryside and soothing seaside. Culturally diverse, architecturally stunning and historically rich, this vibrant region is home to innovation, celebration and the largest city in Scotland – Glasgow.

As Scotland's most populous region, the West of Scotland is home to approximately two million people. In addition to the city of Glasgow, East and West Dunbartonshire, Inverclyde, Ayrshire, North and South Lanarkshire, Renfrewshire and East Renfrewshire make up this captivating and eclectic part of the country.

This is a region of striking contrast. Larger areas like Glasgow are within easy reach of picturesque towns, villages and some of Scotland's most scenic beaches, captivating wildlife and tranquil countryside.

## Glasgow

Multicultural, magnificent and brimming with personality, Scotland's largest city is home to nearly 600,000 people. Discover rich history, stunning architecture and the best shopping in the UK outside London. Glasgow is one of the highest ranking cities in the UK for quality of life. (source: Mercer survey, 2012)

This aptly-named 'Dear Green Place' blends the best of urban-living with the splendour of lush gardens and parks. Impressively, the city boasts more green space per square mile than any other UK city. With some of the biggest and brightest businesses Scotland has to offer, in addition to enjoying the scenery, you can explore the many great career opportunities the city offers.

Offering the best of both worlds, Glasgow is close to breath taking countryside offering up nearby hill walking, sailing, and cycling. Some of the world's greatest golf courses are all within an hour's drive of the city. And this bustling city's arts and culture, nightlife and food are hard to surpass.

Home to over 133,000 students from around the world, this vibrant city has five world-renowned universities and seven colleges.

## Lots to see and do

No matter what your age or interest, the West has something for you. Be dazzled by Charles Rennie Mackintosh's iconic architecture in Glasgow or satisfy your appetite with mouth-watering produce at the farmers' markets in Renfrewshire and Inverclyde.

You also have your choice of impressive year-round events and festivals, attractions or some of the best leisure facilities in the country. And as a UNESCO City of Music, Glasgow offers an impressive range of musical delights.

Experience the award-winning wonder of Kelvingrove Art Gallery and Museum and the awe-inspiring Glasgow Science Centre, or enjoy international musicians, sporting events and more at the city's last addition, the 12,000 seat SSE Hydro Arena.

The West loves its sports – evident in its numerous outstanding leisure centres and facilities. Glasgow is one of the world's top 10 destinations for sports events and in 2014, Glasgow hosted the 20th Commonwealth Games. The newly built Commonwealth Arena and adjoining Sir Chris Hoy Velodrome in the East End of Glasgow hosted badminton and cycling events for the 2014 games.

In Ayrshire you can celebrate the national poet at the Burns and a' that Festival, admire the spectacular scenery at the Ayr Flower show or try your luck at the races at the Scottish Grand National.

## Housing

Whether you are renting or buying, Glasgow offers a superb selection of housing. Here you'll have your choice of apartments on the River Clyde, spacious Victorian flats in the West End and family homes in leafy suburbs conveniently located near to schools.



## Getting around

The region's excellent transport links mean you're connected to the rest of the UK - and the world.

The M8 motorway connects the West with the rest of Scotland, taking just under an hour to drive between the country's major cities Glasgow and Edinburgh, a well-used commuter's route.

The bus is an effortless way to get around because it's inexpensive and widely available across the region – even in remote locations. Glasgow has the UK's largest suburban rail network outside London.

An abundance of stations and travel times makes exploring the region by train an easy option. The rail network links both rural areas and cities with the rest of Scotland and the wider UK.

From Ardrossan, Gourock and Wemyss Bay you can also travel by ferry to many of Scotland's islands, or further afield from one of the cruise ships that dock at Greenock harbour.

Glasgow's two international airports connect the region with the rest of the UK and beyond. There are approximately 200 flights per day (pre pandemic levels) from Glasgow international airport alone, ready to fly to over 90 destinations like London, Dubai and New York.

The best of the city-living, magnificent countryside and an opportunity to work in some of Scotland's most exciting industries means this region is a hugely popular place to live and work.

Useful websites:

- [www.scotland.org/live-in-scotland/moving-to-scotland](http://www.scotland.org/live-in-scotland/moving-to-scotland)
- [www.transport-executive.co.uk/best-places-to-live-in-glasgow](http://www.transport-executive.co.uk/best-places-to-live-in-glasgow)
- [www.visitscotland.com](http://www.visitscotland.com)
- [www.mygov.scot/search-house-prices](http://www.mygov.scot/search-house-prices)