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Transforming the Future of NHS Community Pharmacy Representation & Support Programme Manager

Background

PSNC (the Pharmaceutical Services Negotiating Committee) represents the owners of the 11,400 NHS community (high-street) pharmacies in England, known as pharmacy contractors. PSNC's role includes negotiating funding and pharmacy services with HM Government and the NHS; championing pharmacies including in Parliament; and providing information and guidance for pharmacy owners and teams. PSNC is recognised by the Secretary of State for Health as the representative of all community pharmacy contractors in England. They work very closely with the 70 committees who represent pharmacies locally – the Local Pharmaceutical Committees (LPCs).

Review & Opportunities for improvement

In 2019, the PSNC commissioned an independent review of the roles and structures underpinning PSNC and the LPCs, led by David Wright, Professor of Pharmacy Practice from the School of Pharmacy at the University of East Anglia. The review's purpose was to find ways to optimise PSNC and LPC contractor representation and support to ensure that the national and local network structures are working as efficiently for contractors as it can and is fit for the future.

The findings and recommendations of the review were published in June 2020.

Since then, the Review Steering Group (RSG), comprised of 10 Pharmacy sector professionals, has been set up to explore a change programme for the sector.

This exploration of work has now been completed. The PSNC now wishes to appoint an experienced Programme Manager for an immediate start, to drive the programme of work identified, prepare options for contractor consideration, and implement solutions to the issues identified in the Wright Review.

Role Description

Over the last two months, the RSG has further refined the programme scope and developed a draft programme plan and stakeholder communications plan. Communication of the draft plan to key stakeholder groups is underway, to seek input ahead of a formal programme start.

Broadly, the key scope areas of the role are:

- Development of options for the future operating model of the national and local organisations that support and represent pharmacy contractors
- Detailed design proposals of the future organisation structures
- Development and execution of proposal approval process (via contractor vote)

- Development of implementation approach and execution of roll-out
- Targeted stakeholder communications and engagement – ownership and delivery of key communications materials and events for key stakeholders (significant part of the role)

The work of the RSG is being supported by a small secretariat and programme team at PSNC, who are accountable to the RSG. The role of the Programme Manager will be to deliver the plan according to the high level time scale proposed, developing proposals on the future operating model to take to a contractor vote by the end of the year, and leading the subsequent implementation.

The role reports to James Wood, PSNC Director of Contractor & LPC Support, and Secretary to the RSG and sponsor of the programme at PSNC.

Key responsibilities

- Drive day to day project delivery, to deliver against key scope areas and programme milestones defined in the programme plan
- Define and prepare documentation for programme meetings and required project reporting, e.g. status reports, presentations, preparing for steering meetings with RSG, comms materials
- Proactively monitor risks and issues within the programme and provide recommendations to mitigate these
- Communicate and manage changes to the delivery plan, scope, milestones and risks
- Work closely with the RSG as the sponsor of the programme, and with the Programme Communications lead and programme working groups as appropriate
- Along with the Communications Lead, monitor stakeholder expectations and inputs and take action to address gaps

Person specification – skills and experience

This is a major transformation programme involving the whole of the community pharmacy sector, with multiple and complex stakeholders. As such, the successful candidate will need to demonstrate the following skills and experience:

1. Strong track record of programme and/or project management – managing and implementing projects to tight deadlines
2. Experience of taking transformation projects/programmes forward through all stages of the project lifecycle (mobilisation to implementation)
3. Experience in managing large/complex projects with multiple stakeholders
4. Ability to lead successful engagement with senior officers, elected members, other public sector bodies and other stakeholders
5. Strong communication, presentation design and delivery skills

Desirable but not essential:

- Understanding and experience of the NHS Community Pharmacy sector
- Target Operating Model definition and design

Role Details

- **Location:** Home-based, with expectation of occasional travel to central London (depending on relevant pandemic restrictions). Candidates with the relevant experience do not need to be London based, but will need to be located in the UK with eligibility to work
- **Job Type:** Fixed term contract (12 months)
- **Hours:** Full time
- **Start date:** August 2021 for 12 months
- **Salary:** £80,000 per annum dependent on experience

Application Process

- **Application format:** Candidates must include a CV and a covering letter of 500 words max to shine.brownsell@psnc.org.uk
- **Application deadline:** Monday 26th July 2021 at 23:59
- **Interviews:** To be held remotely from 2nd August 2021.

We welcome and encourage applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, disability or any other personal circumstances.

Further information

- Independent Review of Community Pharmacy Contractor Representation and Support – [Report Overview](#)
- Review Steering Group [Proposal](#) and [Terms of Reference](#)
- Review Steering Group website <https://pharmacy-review.org/>
- Programme Plan and Principles <https://pharmacy-review.org/rsg-ways-of-working/>

For an informal discussion please contact:

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