

Delivery Manager:
Job Description and Person Specification

1. Introduction

Digital technology helps care services spend more time caring. It helps the people we support keep control of their lives, and of their care. And in recent months, the need for information to be shared securely and efficiently between health and care services has become even more apparent. But there can be risks – for example how information is kept safe and secure, and what happens if a digital system fails.

Over the last two years, Digital Social Care has worked with the Local Government Association, NHSX and NHS Digital to explore these risks and how care providers can best be supported to manage them. The aim of the programme is for the benefits of digital technology to be enjoyed without putting people's confidential information or the operation of services at risks. You can read about the programme's most recent work [here](#).

The Data Security and Protection Toolkit (DSPT) is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security. The DSPT will help ensure that policies and systems are secure and meet data security and CQC requirements. It will also help care providers manage risks and share information with other health and care services with peace of mind.

A new version of the DSPT for social care will launch in October that's specifically designed for adult social care providers. There will be lots of useful guidance linked to the Digital Social Care website, relevant for all types of care and support services, including residential and nursing homes, supported living, homecare, extra care, shared lives and day services. The new version of the DSPT will be relevant for services for older people and equally for services for adults of working age.

A programme of support for the sector will also launch in October 2020, with resources and assistance to help care providers with the DSPT. It's an ambitious programme with the aim that, by October 2021, all CQC registered adult social care services will have completed the DSPT or be well on the way to doing so. Services that are not CQC registered, such as day services, will also be able to take up some of the support.

It is hoped that the programme will be delivered by a diverse group of care sector organisations, including a large number of local care associations, with colleagues from the NHS and local councils also involved. The Delivery Manager will be the key link between the Programme Board and our partners delivering local support across

England. He or she will monitor activity and will support delivery partners to offer a great service to care providers in their areas.

2. Key roles and responsibilities

- Support and encourage local delivery partners in their work promoting the DSPT to care providers in their areas.
- Develop and promote a culture of customer care, feedback and service improvement amongst local delivery partners.
- Be the main day to day link between the Programme Board and the seven Regional Delivery Groups, joining meetings remotely and supporting group members to work together cohesively and to solve any problems that may emerge.
- Work closely with the programme's national partners to ensure coordinated local engagement by them, highlighting to the Programme Manager and Programme Board what is working well and if any problems should arise.
- Work with the Programme Manager to put in place funding agreements with each local delivery partner, and thereafter monitor the performance of local delivery partners under their funding agreements.
- Support the development of management and information systems for the programme and, on an ongoing basis, ensure that regular and reliable reports of activity, outcomes and expenditure are available locally, regionally and nationally.
- Collate and report general feedback as to how the programme is going from the perspective of care providers, delivery partners, commissioners or others with whom the programme is engaged locally.
- Monitor the take up of the support provided by the programme to ensure that all types of organisation and service are represented, and that there is a proportionate uptake of support by organisations supporting or led by people from black and minority ethnic communities.
- Identify any generic training and development needs that may emerge amongst local delivery partners and investigate how they could be met.
- Work flexibly to support a programme that will inevitably change and develop over time.
- Deputise for the Programme Manager as required.

3. Essential criteria

- A track record of delivering or supporting high quality customer focused services at scale or across a large geographical area, ideally in a situation which required different organisations to work together on behalf of the customer.

- The ability to get things done by influence and negotiation, rather than by direct management control.
- A creative, solution-focused approach, with well developed ability to solve practical and people-related problems.
- A high level of personal organisation, reliability and attention to detail.
- Experience of monitoring and reporting on activity and budgets across different services, organisations or settings.
- A good level of general and IT literacy.
- Experience of using spreadsheets and/or databases.
- An ability to quickly assimilate and understand the DSPT and its contents.
- A willingness to work flexibly to ensure programme targets and timescales are achieved.

4. Desirable criteria

- Knowledge of and ideally well developed networks across the adult social care provider sector.
- Experience of developing and/or managing management information systems.
- Experience of contract management.
- Knowledge and experience of data protection, data security and cyber security.
- Knowledge and experience of marketing.

5. Organisational arrangements

The programme is overseen by a Programme Board whose members include Digital Social Care, NHSX, NHS Digital and the Local Government Association.

The Delivery Manager will be employed by the Registered Nursing Home Association (RNHA), which is one of the members of Digital Social Care. The postholder's formal line manager will be the Executive Chair of the RNHA, who also chairs the Programme Board. Day to day reporting will be to the externally contracted Programme Manager.

6. Main terms and conditions

- Full time fixed term contract to 31st December 2021.
- Homebased in England with some national travel.
- Salary in the range £50,000 - £60,000 per year.