**Cygnet Health Care**

**Job Description**

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| Job title | Contract Compliance Manager |
| Department | Commercial Department |
| Reports to | Contract Compliance Manager |
| Salary Details | Competitive Salary |
| Base/location | Remote |
| Hours per week | 37.5 |
| Contract type | Permanent |
| Closing Date: | TBD |
| To apply: | Internal vacancy |

**Introduction**

Cygnet Health Care, founded in 1988 is one of the UK’s largest independent providers of mental healthcare pathways. Our organisation provides care to a wide range of individuals with psychiatric illnesses and disabilities, with services at sites located across England. Cygnet Health Care has recently acquired CAS Behavioural Health Ltd., thereby increasing the number of locations and range of services it offers.

The post of Contract Compliance Manager would suit an experienced Administrator/Executive Assistant/Data Analysis Assistant/Quality Assurance Assistant/Lead who is looking to work in contract compliance. The role would suit a self-motivated, courteous, professional, able to multi-task and has good knowledge of Microsoft Excel, Word etc.

**Job Summary:**

The Contract Compliance Manager will have responsibility for the gathering of hospital data for construction into contract compliance reports. This data reporting will require team collation from central and hospital sources; review for accuracy and content; additional qualification, where required; and compilation into compliance reports.

You will be required to work alongside the Head of Commercial and Contract Compliance and other Contract Compliance Team members to ensure that Cygnet is fully compliant with its contracts.

Effective line management of a small team including all performance reviews, appraisal and workload scheduling. You will be required to allocate tasks to team members in line with their development needs and skill sets

The job will also involve administration functions in order to comply with NHS purchaser contracts in respect of data management.

To play a key role in customer care.

This job description is not exhaustive, and you would be required to undertake associated reasonable requests.

**Responsibilities**

Data Coordination - To oversee accurate and consistent completion of the data required under the various NHS contracts.

* To liaise with Senior Managers and Admin staff across various Cygnet sites to ensure that all data is received and collated in a timely manner.
* To maintain data quality in terms of both recording (internally) and reporting (externally).
* To lead on Cygnet’s main monthly/quarterly/biannual and annual data submissions.
* To create and amend templates where necessary for data submissions.
* To gather data and complete accurate returns for various contracts.
* To lead on & assist the Contract Compliance team with submissions.
* To disseminate such information to the NHS customer each week, month and quarter by the required deadlines.
* To complete ad-hoc data submissions when required.

**General Administration**

* Dissemination of information across all Cygnet’s hospitals, liaising consistently with Senior Managers and staff at all sites.
* Occasional coordination of facilities and catering for meetings.
* Occasional ad hoc tasks
* Leading on NHS Benchmarking
* To act in accordance with all Cygnet Health Care policies.
* To act in a fully confidential manner, both patient and business confidentiality.
* To attend/complete annual mandatory training.

The Contract Compliance Manager will have direct reports responsible for the gathering of hospital data for construction into pre-determined contract compliance reports. This data reporting will require team collation from central and hospital sources; review for accuracy and content; additional qualification, where required; and compilation into compliance reports. The Contract Compliance Manager will provide day-to-day management of these direct reports; supervision of their work; and all aspects of their performance review. The Quality Reporting Manager will be closely supported by the Contracts Relationship Manager in these functions in order to ensure positive team outcomes.

On the job training will be provided to the successful candidate.

This job description is not exhaustive, and the role would require the undertaking of associated reasonable requests.

**Responsibilities**

NHS Data Flow Management

* To oversee accurate and consistent completion of the data required under the various NHS contracts, within definitive deadlines.
* Develop solutions for effective reporting and providing meaningful data to Commissioners within pre-determined deadlines
* To liaise with Senior Managers and their teams across various Cygnet sites to ensure that all data is received and collated in a timely manner.
* To complete ad-hoc data submissions when required.
* To strive to maintain data quality in terms of both recording (internally) and reporting (externally).
* Train the team or support their skills enhancement, for their personal development and to ensure effective job implementation
* Compliance with information demands and flows from the NHSE and other sources
* Writing reports as necessary
* Highlight risks and issues to meet KPIs/deadlines and working collaboratively with the team to ensure these can be resolved.
* Work collaboratively with the operational services in order to successfully deliver the necessary contract compliance objectives
* Support the Contract Relationship Manager with any ad-hoc tasks and attending Contract Review Meetings, as and when required.
* Liaise with the Developers when there is an identified need to implement new reporting requirements on e-Systems.
* Providing guidance and written specifications to software developers to enable the creation, construction and improvement of contract reports
* Conduct a thorough and analytical assessment of KPIs received from Commissioners and plan effective systems to source the defined reporting information
* Creating spreadsheets from new/use of Excel to create unit friendly user templates
* Plan in advance, CQUINs/KPI submissions for the full healthcare year

General Administration

* Dissemination of information across all Cygnet’s hospitals, liaising consistently with senior managers at all sites.
* Dealing with external bodies
* Travel to meetings and present at quarterly Contract Review Meetings with the NHS
* Where necessary, to support the administrative requirements of the commercial department by creating structured information storage and retrieval systems and effective communication networks

Other

* To act in accordance with all Cygnet Health Care policies.
* To act in a fully confidential manner, both patient and business confidentiality.
* To attend and/or complete online, annual mandatory training.

***Note***

This job description will be reviewed by the post holder and line manager and will form part of the process of annual appraisal and performance review.

This document is a guide to the duties of the post and not an inflexible, exhaustive specification. It is subject to review and may be altered by mutual agreement in light of future developments.

**Commercial Department**

**Person Specification**

**Contract Compliance Manager**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Training and Qualifications** | * Good knowledge of MS Excel * Good knowledge of MS Word * Good knowledge of MS Powerpoint * IT literate | * Spreadsheets * Charts | Application  Interview |
| **Experience** | * Previous administration role * Working to targets/deadlines * Computer literacy | * Previous experience in data analysis * Previous role in a healthcare setting | Application  Interview  References |
| **Knowledge and Skills** | * Confident user of computers/IT * Strong communication skills – verbal & written * Interpersonal skills/ telephone * Administration * Confidentiality awareness * Attention to detail/ability to deliver high data quality * Good time management | * Resourcefulness * An understanding of NHS contractual frameworks * A broad view of healthcare provision and operational structures | Application  Interview  References |
| **Aptitude and Ability** | * Leadership skills or the evident potential to develop these attributes * Committed to business * Keen to attain excellent results * Highly organised/ able to multi-task and prioritise tasks * Approachable, good team player * Flexible * Calm under pressure * Ability to self-motivate * Willing to travel | * Enthusiastic * Friendly | Application  Interview  References |