

The NHS belongs to the people.

It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science - bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at the times of basic human need, when care and compassion are what matter most.

Source, NHS Constitution

“High quality care for all, now and for future generations.”

Who are we?

Fully established on 1 April 2013, NHS England is an independent body, at arm's length to the Government.

The creation of NHS England allows politicians to step back from close involvement in day-to-day decision making in the NHS, and at the same time allows the NHS to focus on improving patient outcomes and improving quality.

Our Context

We are responsible for investing over £95 billion of public funds to deliver the best possible health outcomes for consumers in England.

Financial pressures will grow over the coming years, while consumer demand continues to increase. The NHS will need to change radically to meet the needs of an ageing population, and to keep pace with scientific and technological advances.

We know that the quality of NHS services is variable -- world class in some areas, unacceptable in others. It is our job to raise standards everywhere to be comparable with the best.

The idea

High quality care for all, now and for future generations.

We have a single, common definition of high quality care: it is safe, effective and a positive patient experience

We are committed to ensuring our resources secure a sustainable NHS

Our vision

We work to improve the lives of individuals, local communities and the population as a whole

Everyone has greater control of their health and their wellbeing, supported to live longer, healthier lives by **high quality** health and care services that are compassionate, **inclusive** and **constantly-improving**.

We have a single, common definition of high quality care: it is safe, effective and a positive patient experience

We tackle inequalities, we listen, we are open and transparent and we work with patients, the public and partners to get the best outcomes

We are committed to a dynamic and innovative NHS

Our purpose

Including: a world-class customer focus;
openness and transparency; genuine patient
and public participation; empowering clinical leaders;
evidence-based decision making; promoting innovation;
working in partnership

We create the culture and **conditions** for health and care services and staff to deliver the highest standard of care and ensure that valuable public **resources** are used effectively to get the best outcomes for individuals, communities and society for **now and for future** generations.

Not only money,
but our people,
our knowledge
and skills

We are committed
to ensuring our resources
secure a sustainable NHS

Our values

The values enshrined in the NHS Constitution underpin all that we do:

Respect and dignity

Improving lives

**Commitment to
the quality of care**

**Working together
for patients**

Compassion

Everyone counts

Who are we looking for?

This is one of the most high profile, significant and demanding positions in the English public sector.

It requires:

- A total commitment to serving the public and, in particular, consumers of health and social care services.
- An inspirational and transformational leader, who has a versatility of style, and who can operate in a complex system.
- An incredibly skilled communicator, who can operate across a wide and complex set of stakeholders and draw others into our vision.
- The ability to simplify complexity.
- Intelligence, decisiveness and courage.
- High levels of personal and professional resilience.

Who are we looking for?

Experience

Outstanding capability is of more importance than career history or background. Experience in, and knowledge of, healthcare systems (including the NHS) and of public service would be beneficial although not a prerequisite.

We are looking for a track record of:

- Delivery of transformational change in a consumer-focussed environment.
- Building organisational capability in a challenging context.
- Delivering services to a diverse population and leading an organisation that is seeking to represent and encourage diversity in its structures and leadership.
- Successful strategic financial oversight, with evidence of securing value for money and delivering more and better quality with less.
- Strong relationships with stakeholders at different levels for the benefit of consumers.
- Engagement, negotiation and influencing different audiences and their specific needs, with evidence of successful outcomes for consumers.

Capabilities

We need someone who can:

- Lead others in a transformational way, with a versatility of leadership style.
- Inspire and motivate others to give of their best.
- Work creatively as a member of a team, bringing out the best in people, whilst actively leading.
- Develop enduring stakeholder relationships within a complex system.
- Demonstrate intellectual flexibility.
- Demonstrate strong analytical skills, and an ability to grasp critical issues and distil them into clear and manageable priorities
- Communicate clearly at all levels and with a range of stakeholders – patients and the public, staff, the media, partner organisations, politicians.

Personal Characteristics and Values

We need someone who is:

- Honest, open and transparent – with high levels of personal and professional integrity.
- Able to build confidence quickly and who has personal presence.
- Skilled at listening carefully and thoughtfully, learning from and valuing others' ideas.
- Self-aware – someone who develops themselves and others to be the best they can.
- Committed to inclusion, equality and diversity – someone who values and uses difference to make good decisions.
- Innovates and takes considered risks

And who has:

- A relentless consumer focus – and can make a reality of our commitment to put patients first.
- Exceptional judgement and cognition

What is the job?

The Chief Executive's role:

- Work with the board to provide strategic direction and leadership to our work programmes and our staff in order to deliver our vision and purpose.
- Personally embody our values and create a culture within our organisation, and in our relationships with external stakeholders, which allows these values to flourish.
- Lead the development of strong and effective relationships with our partner organisations.
- Ensure delivery of our organisational commitments, including the *Mandate* which outlines the Government's priorities for the NHS.
- Act as the “accounting officer” for our organisation -- ie accounting to Parliament for the efficient and effective use of public resources in excess of £95bn.

Key Considerations

In performing effectively in the role, the Chief Executive will need to pay specific attention to:

- Delivery of Government priorities and organisational commitments, as specified in the Mandate.
- Fostering and leading transformational service change in the NHS, within an extremely challenging financial envelope.
- Science, research and innovation, and the key role these can play in making the NHS fit for the future.
- With CCGs, developing a commissioning system which is evidence-based, clinically –led and patient-centred.
- Securing sound financial and governance systems to ensure the effective stewardship of resources and to allow monitoring by the Board of financial and service performance.
- The development of NHS England as an exemplar organisation, which leads the way in setting the tone and culture in the wider NHS, developing policy from a strong evidence base, ensuring high quality care for all, now and for future generations.
- Developing effective partnerships, nationally and internationally, to promote innovation, ensuring health care in England delivers health outcomes comparable to the best in the world and particularly tackles fundamental inequalities in health outcomes.

Accountabilities

The Chief Executive is accountable to the Chair and Board of NHS England.

The executive team of NHS England report to the Chief Executive. These are:

Chief Financial Officer *

Chief Nurse *

Chief Operating Officer / Deputy Chief Executive

National Director: Commissioning Development

National Director: Human Resources and Organisational Development

National Director for Patients and Information

National Director: Policy

National Medical Director *

(* denotes full board membership)

The Chief Executive is also accountable to the public and patients via their elected representatives in Parliament

The chief executive will work closely with the Department of Health, its politicians and officials, including the Secretary of State for Health and the Permanent Secretary. Regular contact with the Prime Minister, the Chancellor and the Chief Secretary to the Treasury can also be expected. The Chief Executive will be required to appear on a regular basis before Parliamentary Committees, in particular the Health Select Committee and the Public Accounts Committee.

Key Internal Relationships:

The Chief Executive will need to build effective internal working relationships, in particular, with the chairman, our non-executive directors, and our board as a whole in order to provide leadership and direction to NHS England. Other key relationships will need to be developed with our clinical leaders, and our national, regional and area directors. S/he will play a key role in the motivation and leadership of our 6,700 staff.

Key External Relationships:

The most important external relationships will be with the public, patients and their representatives, but to be successful, the chief executive will also need to foster strong relationships and be credible with the wider NHS, its staff, leadership and professional bodies. This is a high profile role and effective media relationships will also be critical.

The success of the NHS system overall relies on achieving excellent working relationships with a range of partner organisations, including:

- Clinical Commissioning Groups (CCGs)
- Commissioning Support Units (CSUs)
- Care Quality Commission
- Department of Health
- Health Education England
- Monitor
- National Institute for Clinical Excellence
- NHS Trust Development Authority
- Public Health England
- Local Government