

Post Details		Last Updated:	
Faculty/Administrative/Service Department	FHMS/ FHMS Faculty Admin		
Job Title	Chief Operating Officer (COO) Surrey Academic Health & Care Partnership (SAHCP)		
Job Family	Professional Services	Job Level	7
Responsible to	PVC Executive Dean, FHMS		
Responsible for (Staff)	Administrator		
<p><u>Job Purpose Statement</u></p> <p>The Surrey Academic Health & Care Partnership (SAHCP) will support the delivery of integrated care in Surrey. SAHCP is a collaborative venture involving The University of Surrey, Surrey Heartlands Integrated Care Board (ICB), Surrey County Council, and Health Innovation Kent, Surrey & Sussex (HI KSS). The COO will lead this innovative partnership and drive the integration of care systems across Surrey.</p> <p>The COO is responsible for the overall performance and operational management of the SAHCP, ensuring that a robust operational framework is in place across the partnership. The position has responsibility for delivering against measurable outcomes for the SAHCP, in particular, Research Income Growth, Impact, and Local Economic Growth.</p>			
<p><u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities</p>			
<ol style="list-style-type: none"> 1. Strategic Operational Leadership: Provide operational leadership to the SAHCP, setting strategic operational goals, and developing long-term plans to fulfil the SAHCP strategy. 2. Innovation and Research: Promote innovation and research within the partnership, identifying opportunities for advancements in patient pathways. 3. Communication: Serve as the primary spokesperson for SAHCP, representing the partnership in public forums, conferences, and meetings. 4. Partnership Development: Cultivate and maintain strong relationships with founding partners, stakeholders, and other relevant entities to foster collaboration and alignment. 5. Performance Monitoring: Develop and implement metrics to assess the performance and impact of SAHCP projects, providing regular reports to the Board. 6. Problem Solving: Address and resolve organisational and technological challenges that arise during the implementation of integrated care systems. 7. Project Management: Oversee the initiation and implementation of SAHCP projects, ensuring they meet timelines, budgets, and quality standards. 8. Resource Allocation: Effectively allocate resources, including funding, personnel, and technology, to maximise the impact of SAHCP initiatives. <p>N.B. The above list is not exhaustive.</p>			
<p>All staff are expected to:</p> <ul style="list-style-type: none"> • Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. • Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. • Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. • Undertake such other duties within the scope of the post as may be requested by your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The post holder will require a pro-active approach, organising and prioritising their work to achieve the desired results, within the parameters set by the University and the Board. The post holder takes full responsibility for the quality, effectiveness and performance of SAHCP, while forming close working relationships.
- Develop and lead the implementation of multi-year strategies and plans that aligns the goals of the university, NHS, and county council, fostering a cohesive vision for the partnership's future.
- Leading diverse projects involving multiple stakeholders, ensuring timely delivery of objectives, managing budgets, and mitigating risks effectively.
- Managing complex budgets, optimizing resource allocation, and securing funding from various sources, including government grants and private sector investments for the SAHCP.
- Creativity is fostered and relationships built to facilitate learning and dissemination of best practice, innovation and change.

Problem Solving and Decision Making

- The post holder is expected to operate with a high degree of autonomy, whilst aligning activities with the overall SAHCP Strategy and working closely with PVC Executive Dean.
- The post holder is expected to deal with complex problems, requiring a high level of judgement and experience to establish the most appropriate and timely course of action. They are expected to identify the nature of any problems as they arise and apply judgement and initiative to implementing appropriate resolutions.
- The post holder can galvanise around complex issues to create new ideas, problem-solve together and test innovation and new models of care.
- The post holder is required to be politically astute. The post holder must therefore be capable of making difficult decisions on how best to allocate priorities, budget and resources to best fit with changing political priorities and University strategy.

Continuous Improvement

- They will be expected to identify areas of continuous improvement to increase operational efficiency and meet changing customer demands. This requires the post holder to apply analytical, interpretive and constructive thinking, as well as a high degree of evaluation.
- Take responsibility for the management, motivation, training and development of a professional team and for ensuring that they support the overall objectives of the department.
- Accountable for ensuring the continuous improvement of their area of responsibility.
- Maintain a continuous review of quality and of external benchmarks to promote best possible service.

Accountability

- It is the responsibility of the post holder for creating, developing and implementing the SAHCP strategy, after approval by the Partnership board.
- Accountability lies with the post holder for the overall performance of programme/projects outcomes and their alignment with the Partnership Stakeholder's strategic vision.
- The post holder is fully accountable for the quality and professionalism of the service delivery of their area with decisions having significant implications for the organization's strategic direction and reputation.
- This includes management of a budget of circa £300k per year. The post-holder will need to operate within budget with summary reporting to SAHP and have approval from the board to allocate these funds.

Dimensions of the role

- Develop financial plans and operate services effectively within budget.
- Provide leadership and management to a multidisciplinary group of staff.

Supplementary Information

- Influencing health policy at local and national levels, advocating for the partnership's interests, and staying abreast of legislative changes affecting healthcare and academic sectors.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.		
Qualifications and Professional Memberships	Essential/Desirable	
Professionally qualified with a relevant degree/postgraduate qualification in relevant life sciences subject plus broad demonstrable management experience in similar or related roles Or: Substantial vocational and relevant management experience demonstrating management ability in an appropriate professional or specialist area, and success in similar or related roles, supported by evidence of significant appropriate specialist knowledge.	E	
MBA/Business qualification	E	
Project Management qualification	D	
Member of a professional body (e.g. IOD, Legal or Accounting Body)	D	
Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role	Essential/Desirable	Level 1-3
Extensive experience in strategic planning, market analysis, and business development	E	3
Experience of start-up/small and large company operation, scarce resource management and business plans	E	3
Knowledge of the issues facing local government, health providers and the wider economy and how they impact relevant service areas.	E	3
Robust analytical skills and an ability to process complex information to define clear direction and strategy	E	3
experience of leading and delivering innovation and change projects in a politically sensitive and complex environment	E	3
Ability to communicate effectively and build strong relationships with internal, external, clinical and non-clinical stakeholders, and delivering information and ideas in often pressured and politically sensitive environments	E	3
An agile, hardworking and growth mindset, highly autonomous and able to thrive in a fast-paced environment with a passion for healthcare access, innovation and social impact.	E	3
Experience of developing and implementing funding strategies across broad diverse organisations.	E	3
Experience of negotiating at senior level	E	3
Experience of managing bids and tenders	E	
Legal and contractual knowledge	D	
Special Requirements:	Essential/Desirable	
Post-holder will be required to work outside normal start and finish times on occasion, due to key holder responsibilities	E	
Post-holder will also be required to attend events and meetings held off University premises.	E	
Core Competencies This section contains the level of competency required to carry out this role	Level 1-3	
Communication	3	
Adaptability / Flexibility	3	
Customer/Client service and support	3	
Planning and Organising	3	
Continuous Improvement	3	

Problem Solving and Decision-Making Skills	3
Managing and Developing Performance	3
Creative and Analytical Thinking	3
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	3

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

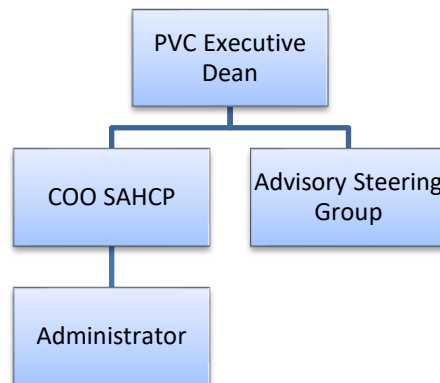
Organisational/Departmental Information & Key Relationships

Background Information

The newly established Surrey Academic Health Science Partnership is a seamlessly connected, research-driven health and care ecosystem that empowers individuals, optimises outcomes, and advances knowledge to shape the future of health & care delivery. Ambition:

1. Facilitating delivery of the integrated care agenda by harnessing the full range of expertise across the partnership from community through to laboratory.
2. A wish to focus that expertise on projects and initiatives which primarily involve an out of hospital setting.
3. Generating greater collaborative and interdisciplinary research to increase both participation and initiation.

Department Structure Chart



Relationships

The COO needs to work closely with a range of stakeholders to foster a collaborative environment that encourages interdisciplinary research and innovation. This relationship is crucial for identifying research opportunities, securing funding, and translating academic findings into practical applications that can benefit healthcare delivery.

Regular meetings, joint projects, and open channels of communication are essential to ensure alignment with the partnership's strategic goals.

Internal

- The Board
- Surrey Academics
- Advisory Steering Group
- Professional Services Staff

External

- National & Local Government
- NHS Trusts
- National and International Universities
- Other Health Partnerships
- Charities
- Industry