



Person Specification

Job Title	Compliance Lead, Non-Emergency Patient Transport Services (NEPTS)
Band	Band 8a
Department	Non-Emergency Patient Transport Services
Directorate	Integration
Responsible for	Directly manages Team, responsible for day-to-day work assigned to the Department or Directorate
Location	The post holder may be required to work at any establishment at any time throughout the duration of their contract, normally within the location of EEAST, or as set out under the Terms of their contract

Supporting Evidence			
In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the Person Specification.			
Factors	Description	Essential / Desirable	Assessment*
Knowledge, Training, and Experience	Professional knowledge acquired through Degree supplemented by Diploma Level specialist training, management qualification, or equivalent and experience.	E	A/C
	Extensive knowledge of specialist areas acquired through Postgraduate Diploma, or equivalent experience or training, plus further specialist knowledge or experience to Master's Level equivalent.	E	A/I
	Evidence of post qualifying and Continuing Professional Development.	E	A/I
	Must have an understanding of the background to, and aims of, current Health Care Policy, and appreciate the implications of this on engagement.	E	A/I
	Should have an appreciation of the relationship between the Department of Health, NHS England, and individual provider and commissioning organisations.	E	A/I
		E	A/I



	<p>Experience in managing contracts and relationships with system partners.</p> <p>Full Driving Licence, valid in the UK and with no more than 6 penalty points.</p>	E	C
Communication Skills	<p>Must be able to provide and receive highly complex, sensitive or contentious information, negotiate with senior stakeholders on difficult and controversial issues, and present complex and sensitive information to large and influential groups.</p>	E	A/I
	<p>Negotiate on difficult and controversial issues including performance and change.</p>	E	A/I
Analytical	<p>Problem solving skills and ability to respond to sudden unexpected demands.</p>	E	A/I
	<p>Ability to analyse complex facts and situations, and develop a range of options.</p>	E	A/I
	<p>Takes decisions on difficult and contentious issues where there may be a number of courses of action.</p>	E	A/I
	<p>Strategic thinking – ability to anticipate and resolve problems before they arise.</p>	E	A/I
Planning Skills	<p>Demonstrated capability to plan over short-, medium- and long-term timeframes, and adjust plans and resource requirements accordingly.</p>	E	A/I
	<p>Comprehensive experience of project principles techniques and tools, such as PRINCE2 and Managing Successful Projects.</p>	D	A/I
Management Skills	<p>Must be able to prioritise own work effectively and be able to direct activities of others.</p>	E	A/I
	<p>Experience of managing and motivating a team and reviewing performance of the individuals.</p>	E	A/I
Physical Skills	<p>Working knowledge of Microsoft Office with intermediate keyboard skills.</p>	E	A/I
Autonomy Freedom to Act	<p>Must be able to use initiative to decide relevant actions and make recommendations to Sponsor/Manager, with the aim of improving deliverables, and compliance to policies.</p>	E	A/I
		E	A/I



	<p>Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales.</p> <p>Experience of identifying and interpreting National policy.</p> <p>Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/practices which could be implemented successfully to achieve system reform (advising on policy implementation).</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
Equality and Diversity	Needs to have a thorough understanding of, and commitment to, equality of opportunity and good working relationships, both in terms of day-to-day working practices, and in relation to management systems in the area.	E	A/I
Financial and Physical Resources	Previously responsible for a budget, involved in budget setting, and working knowledge of financial processes.	E	A/I
Other	<p>Used to working in a busy environment.</p> <p>Adaptability, flexibility, and ability to cope with uncertainty and change.</p> <p>Willing to engage with, and learn, from peers, other professionals and colleagues, in the desire to provide or support the most appropriate interventions.</p> <p>Professional, calm, and efficient manner.</p> <p>Effective organiser, influencer, and networker.</p> <p>Demonstrates a strong desire to improve performance and make a difference by focusing on goals.</p> <p>Completer/finisher.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
EEAST Values and Behaviours	<p>EEAST CORE VALUES</p> <p>Care To value warmth, empathy, and compassion in all our relationships.</p> <p>Teamwork Together as one, work with pride and commitment to achieve our vision.</p>	<p>E</p> <p>E</p>	<p>A/I/T</p> <p>A/I/T</p>



	<p>Quality Strive to consistently achieve high standards through continuous improvement.</p> <p>Respect To value individuals, including our patients, our staff, and our partners in every interaction.</p> <p>Honesty To value a culture that has trust, integrity, and transparency at the centre of everything we do.</p> <p>Evidence that personal behaviour reflects Trust Values.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p> <p>A/I/T</p>
<p>*Assessment will take place with reference to the following information</p> <p>A = Application Form I = Interview T = Test C = Certificate</p>			