

Job Description

Position:	General Manager (UK)
Division:	GenesisCare UK
Location:	London
Status:	Permanent, Full-time

Job Summary

The primary purpose of the role is to drive the UK business performance as well as contribute to the development and delivery of the wider CancerCare strategy. The General Manager is responsible for acting as the CEO/COO/Country Head, and leads the UK business to improve quality, improve patient access, drive efficiency and achieve an optimal patient experience, as well as meet regulatory requirements. The General Manager is responsible for the development and leadership of an effective and engaged workforce who operate in line with GenesisCare vision and values.

This role works in partnership with the GenesisCare's international network.

Organisation Context

Our Vision

GenesisCare's vision is Innovating HealthCare, Transforming Lives.

Our Values

- **Collaboration** - We achieve more together than we can apart. We use the power of the GenesisCare network for our shared purpose.
- **Compassion** - We care for our patients and each other. We seek to understand the lives of others.
- **Innovation** - We lead change to make healthcare better. Our courage will make a positive difference for others.
- **Outcomes** - We deliver quality. Finding a better way helps our patients, our people, our community and the organisation.

Our Strategy

- Quality – deliver high quality patient care
- Access – satisfy unmet need
- Efficiency – leverage the benefits of a network

GenesisCare is Australia's largest provider of cancer and cardiac services and also the largest provider of private cancer services in Spain and the United Kingdom. The organisation treats more than 2500 patients every day in more than 150 locations across three countries and employs more than 2000 committed medical professionals and management staff.

Our combined purpose is to provide excellence in patient care, deliver superior clinical outcomes, and to continue to make a very significant impact on the current service-access gap in these non-discretionary areas of health care globally.

Job Reports

The General Manager (UK) reports directly to the Executive Manager, International.

The Senior Management Team (UK) report into the position of General Manager UK

- Finance Director
- Director of Radiotherapy
- Director of Clinical Strategy
- Director of Business Development
- Head of HR
- Director of Clinical Services

Accountabilities/Key Responsibilities

Successful integration of UK business into the GenesisCare network

Continue the successful integration of the UK business into the GenesisCare network, including but not limited to the following aspects:

- Employee consultation and communication
- Development and implementation of the GenesisCare operational model
- Project management of any relevant projects, physical location builds or changes
- Transfer (and set up as necessary) of regulatory requirements
- Development of relevant business plans
- Relationship set up and/or integration of Shared Services functions in Australia / Europe as required (Finance, Payroll, HR, IT, Marketing etc)
- Doctor/Consultant engagement strategy
- Lead the development, growth and successful implementation of the UK Service of the Future programme

Successful delivery of financial objectives

- Performance relative to budget (Sales, EBITDA, EBIT, capital expenditure, headcount)
- Performance relative to new business plans (Sales, EBITDA, EBIT, capital expenditure, headcount)
- Lead the development of the UK budget and input into European wide budget requirements

Leadership

- Role model the company vision and values through decision making and live the purpose of the company through all actions.
- Lead, mentor and challenge the Senior Management team to achieve business targets.
- Act as a partner and a trusted advisor to the practice clinical governance committee, leveraging this influence to drive key business outcomes.
- Leveraging the clinical governance committee to inspire, motivate and lead a high performing multidisciplinary team to achieve patient outcomes and the implementation of network business initiatives.
- Participate in and encourage creative conflict, idea generation and respectfully challenging the status quo.
- Proactively manage key talent through the identification of key positions, identification and development of key talent and the design and implementation of local and GCUK wide succession plans.
- Ensure employees are recruited, led and managed in line with the GCUK vision and values.
- Design, implement and support regular communication channels and activities for employees that drive employee engagement.

- Lead the effective and engaging management of the employee lifecycle in line with the GenesisCare approach – including recruitment, induction, performance appraisals, performance development, remuneration reviews and exits.
- Lead, develop and participate in network wide initiatives.
- Advocate for, embrace and lead change in the business.
- Create commercial value through leveraging network best practice and relationships, including all internal stakeholders and Business Partners.

Core Business Performance

- Leadership of the UK business planning processes.
- Management of commercial contracts and assets; authorisation of operating and capital expenditure in accordance with Limits of Authority Policy and delegations schedule.
- Through strong leadership, drive workflows and workloads that ensures optimal levels of efficiency and utilisation at all times.
- Provide regular analysis and insight on business performance. Proactively implement actions to drive business performance opportunities, mitigate risks or correct adverse trends.
- Develop and deliver business cases to support business decision making. Take full ownership of business case outcomes and implementation as required.
- Development, implementation and monitoring of referrer management strategies to achieve responsiveness to patients and referrer needs, improve access to services and increase market share.
- Continuous analysis of the local and national Oncology markets in order to inform service positioning and development, access opportunities and pricing policy.
- Contribute to good governance through strong leadership of CMO/CLF and other working groups established.

Network performance, innovation and growth

- Develop and drive strategies to promote and continuously improve GCUK patient experience (NPS).
- In partnership with the Oncologists and SMT, lead the identification and development of GCUK growth strategies, including existing site optimisation, Doctor recruitment, PPP's, business acquisition and new model development.
- Actively demonstrate of support projects within the GCUK Service of the Future Programme.
- Outside of the Service of the Future Programme, proactively develop and lead innovation and change projects within the UK business.
- Lead the implementation and on-going development of information systems and platforms including business continuity planning.
- Develop and maintain strong and productive relationships with external bodies on behalf of the business.
- Development and analysis of national strategies around external vendors, purchasing and equipment.

Quality and Safety

GenesisCare strives to continuously improve the quality and safety of our services and actively involve and inform patients and their carers in the healthcare they receive. This allows us to deliver the best care for our community.

Accountabilities for this position that relate to the above strategic goal are:

- I. Manage risk and actively work towards implementing risk reduction strategies
- II. Contribute to the development of an effective management and provide appropriate patient education
- III. Acknowledge responsibility for own actions and seek assistance when necessary

- IV. Demonstrate knowledge/competency in performance of clinical skills relevant to level of expertise

Legislated individual Work Health & Safety Duties for all workers:

- i. Take reasonable care for your own health and safety
- ii. Take reasonable care that any of your acts or omissions do not adversely affect the health and safety of others
- iii. Comply, so far as you are reasonably able, with any reasonable instruction given by GenesisCare that would allow you to comply with the relevant health and safety acts
- iv. Co-operate with any reasonable policy or procedure of GenesisCare that has been notified to workers in relation to health or safety at the workplace

Teamwork

Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.

Ethics & Probity

- i. Ensure all work undertaken complies with the GenesisCare vision and values and promotes the vision and values within your workplace. Follow the GenesisCare Code of Conduct and all relevant policies and procedures for your position.
- ii. Be aware of the close working relationship with partnership hospitals and third parties (where relevant) and the requirement to comply with their company local rules and policies
- iii. Carry out any other duties commensurate with the level of the job role
- iv. Actively follow all GenesisCare UK policies, procedures and relevant legal regulations (including Fire & Safety)
- v. Actively commit to working in an open, transparent and honest manner within a culture dedicated to learning and improvement that strives to avert avoidable harm (statutory Duty of Candour)

Key Result Areas

Key Result Areas / Key Performance Indicators for the role will be discussed and agreed with the job holder and their leader during the on-boarding and annually as part of the performance review process.

1. Ability to be proactive, anticipate needs and action accordingly
2. Attention to detail and pride in delivering consistently accurate and high quality work
3. Ability to organise/prioritise work in and around other people's deadlines and workloads and conflicting priorities
4. Bring a positive, enthusiastic and 'can-do' attitude to work
5. Develop and maintain professional working relationships
6. Resonate with the high performance GenesisCare culture
7. Take a partnering approach with managers and stakeholders

Key Working Relationships

The General Manager (UK) will need to develop strong relationships with the following internal parties:

- Practice General Managers
- GC International team
- GC Executive Managers
- GC Doctors (both internal and external)
- Key service providers and equipment vendors

- NHS trusts and relevant health regulators
- In addition the General Manager (UK) will need to develop strong external relationships with various individuals/agencies/key stakeholders.

Required Qualifications, Skills and Experience

Technical Skills & Expertise

- Excellent commercial acumen
- Excellent interpersonal skills; ability to work with a range of stakeholders including key decision makers, managers, doctors, staff, and patients
- Strong organisational and time management skills
- Good analytical skills, ability to identify key data trends and lead appropriate actions
- Excellent oral and written communications skills

Qualifications and Experience

- Relevant degree level qualification
- Proven management experience in a multi-faceted health care business
- Experience and knowledge of the UK health market and relevant government authorities
- Demonstrated ability to lead and manage a business in keeping with its vision and values and positive results for all stakeholders
- Excellent interpersonal and influencing skills
- Proven ability to forge and maintain key stakeholder relationships in a specialist medical environment

Other important attributes

- Business Orientated: Consistent, focused on setting and achieving goals
- Building & Maintaining relationships: Ability to build and maintain relationships at all levels, diplomatic
- Planning & Organising: Practical, methodical and focussed
- Problem Analysis: ability to analyse situations/problems and make well based conclusions
- Cooperation: ability to get along with others, communicates effectively and adapts to work towards a common goal
- Ability to travel across the UK and within Europe to interact with the local centres