

The NHS logo, consisting of the letters 'NHS' in a bold, white, sans-serif font inside a white square.

Professionals



# Chief Nursing Officer

Candidate Application Pack

# Background

NHS Professionals (NHSP) run the largest NHS flexible staff bank, placing highly skilled healthcare workers (Bank Members) in NHS Trusts and healthcare organisations across the country, meeting short, medium and long-term staffing needs.

Uniquely, NHSP are owned by the Department of Health and Social Care (DHSC) and therefore reinvest any surplus they make directly back into the wider healthcare economy. In 2022/23 this return totalled £10 million and our award-winning recruitment services also displaced approximately £832 million of external agency spend across the NHS.

Originally formed in 2001, this multi-award-winning business delivered over 40 million hours of patient care and 5 million shifts, working with 140+ NHS Trusts and healthcare organisations across the country.

NHSP work flexibly to NHS-assured standards in a wide range of roles including nurses and midwives, doctors, allied health professionals, healthcare scientists, personal social services and non-clinical. The organisation aligns their vision and objectives with those of the NHS and their teams use their specialist knowledge to deliver bespoke recruitment solutions to Bank Members, NHS Trusts and healthcare organisations.

These can range from local shift cover at short notice, through to national and international workforce campaigns such as their Covid-19 programmes, where NHSP recruited an additional 50,000 people nationwide into the NHS.

Driven by a passion for the NHS and the goal to become its workforce partner of choice, NHSP are continuously evolving their services to meet the growing demand for high quality flexible staff right across the healthcare sector.

## Our Priorities

NHSP has had another record year of delivery and won five industry awards in 2023. Building on this success, NHSP is now focused on developing our core business, whilst remaining agile enough to capitalise on changing market dynamics and new opportunities. This can be summarised based on three main priorities:

1. Our number one priority is to strengthen our core business by executing on our transformation plan to enable us to provide excellent service to our key stakeholders (clients and bank members), whilst maintaining our growth.
2. Continuing to grow our market share by winning new managed service customers and increasing the reach of our diversified service lines, such as the NHSP Academy and National Bank.
3. Building appropriate services and solutions for Integrated Care Systems on the basis that ICS-level focus on workforce management will create new demand for innovative recruitment, development, and deployment services.

These priorities are built into our new 5 Year Business Plan which is focussed around our 5 missions to: **build better banks, enable collaboration, improve workforce capability, increase staffing capacity and increase productivity and efficiencies** across the NHS.



# Board Composition

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The Company is currently led by a Board comprising:

**Dr Helen Phillips.** Helen became Chair in April 2023 and brings with her a wealth of senior and board-level experience across a 30-year career in industries including: insurance, legal, social care, further education, shared services, utilities and the environment. In addition, from an NHS perspective, Helen has also been Chair of the Board at Chesterfield Royal Hospital NHS Foundation Trust for the last eight years.

**Nicola McQueen, CEO.** Nicola took up the position of CEO in September 2019, having been the interim Chief Operating Officer since January 2019. Before working with NHSP, Nicola had a career as a Chief Executive delivering flexible staffing solutions to a variety of private and public sector clients, including the DWP, BBC and the healthcare and nuclear sectors.

For a full overview of the Board members, including Non-Executive and Executive profiles please visit: <https://www.nhsprofessionals.nhs.uk/meet-the-directors>



# Our Values

Our company values were refreshed in 2023, following extensive consultation with teams throughout the business. We believe they perfectly sum up our strengths, as well as our aspirations as a business that is committed to Putting People in Places to Care.



## We care, it's personal

For us, this isn't just a job. We are proud of our purpose in putting people into places to care. We care, because the positive impact we make is good for everyone.



## Be bold, make change

We seek opportunities to challenge, evolve, improve and grow. We always find smarter, simpler and faster ways to deliver.



## Smart solutions, expertly delivered

Our experience and expertise set us apart. With a can-do attitude and a collaborative approach, we make "yes" happen.



## One team, 100% together

By working collaboratively, we know we can achieve anything. We are committed to being inclusive and authentic in everything we do.

### Equality, Diversity & Inclusion (EDI)

As part of our commitment to EDI, as well as having a number of related staff support networks and calendar of activities, NHS Professionals is also working to the following aims:

- To ensure we become an inclusive recruiter of choice, encompassing a fully diverse workforce, which truly reflects society
- To proactively embed the EDI agenda, in a meaningful way, in all that it does
- To ensure we create a psychologically safe environment in which everyone can thrive and be at their best

We particularly welcome applications from people from minority groups and will provide support to ensure an equitable process.

# Our Business 2001- today

A history of **SERVICE EXCELLENCE** **NHS Professionals**

1 November 2001  
**NHSP launched**

2004 **NHSP is established as a SpHA\***  
\* Special Health Authority a nationally licensed managed service for temporary staff in the NHS

2009 **During 2009, we assisted in filling 18m hours**

2010 **NHSP becomes: NHS Ltd**  
A company wholly owned by the Secretary of State for Health

2011 **FIRST EVER DIVIDENDS delivered**

2012 **During 2012, NHSP launches:**  
EU Nursing Programme, Agency Partnership Programme, Springboard

2013 **NHSP launches: nhspmobile**  
**50,000 members on the bank**

2014 **During 2014, we assisted in filling 30m hours**

2015 **NHSP launches: 24hr SERVICE CENTRE**

2016 **During 2016, NHSP launches:**  
DOCTORS DIRECT, My.Bank, NHS Connect, NHS International

2017 **NHSP launches: Our.Bank**  
**100,000 members on the bank**

2017 **NHSP launches its: first collaborative bank**

2018 **During 2018 NHSP launches: The 5 Day way for its bank members**

2018 **During 2018 NHSP launches: - the - Modular Services**

2018 **During 2018, we assisted in filling 36m hours**

2019 **130,000 members on the bank**  
Including AHP, AAC, CSW, Medical & Dental

2020 **Pandemic Support: Rapid Response 20,000 workers stepped forward**

2020 **Test & Trace 10,000 Contact Tracers recruited**

2020 **Nightingale 4 hospitals supported**

2020 **National Vaccination Programme 20,000 vaccinators supplied to the NHS**

2021 **Post Pandemic Partnerships: Mobile Vaccination Programme**

2021 **NHS Staffing Pool**

2021 **National Bank**

2022 **190,000 members on the bank**  
Including AHP, AAC, CSW, Medical & Dental

2022 **5 award wins**

**PUTTING PEOPLE IN PLACES TO care**

# Job Description

Competitive salary and bonus, pension up to 10% matched contribution  
 Our working arrangements are hybrid, and you can be based anywhere in the UK. However, your contractual base for the purposes of travel and expenses will be the closest NHSP location. You will be expected to travel as part of your role, but you do not need to base yourself from a single office location.

## Job Summary

A member of NHSP's Executive Committee, this is a national Director role and the most senior clinician in NHS Professionals. The Chief Nursing Officer is responsible for the professional leadership and guidance to the Board of NHS Professionals on all matters relating to clinical governance and the professional development of our flexible workforce. They will provide expert professional contribution on all clinical matters, provide inspirational, dynamic professional management and leadership and ensure adherence to statutory regulation.

This is a central role underpinning NHS Professional's ability to increase its profile nationally and grow the number of NHS Trusts and other providers it works with. The post will support our commercial development agenda by ensuring our services are underpinned by a commitment to the highest quality of patient care and safety. It will also contribute to the development, promotion and implementation of specific policy and business activities in relation to our flexible workforce, including influencing national agendas on nurse education, professional regulation, nursing recruitment and retention, role development and the development and monitoring of professional standards,

## Key Responsibilities

### Strategy and Leadership

- Provide national policy, organisational and professional advice on nursing and wider clinical workforce agendas to Board members and to external partners including the Department of Health and Social Care
- Provide effective national leadership to the nursing and clinical professions employed within our flexible workforce, maintaining close relationships with the professional statutory bodies, professional and staff associations, NHS managers, education providers and the voluntary and independent sectors
- Provide leadership across NHSP to create an environment in which clinical excellence and patient safety. are highlighted and integrated into all aspects of culture
- Lead, manage and motivate a multi-professional team

### Financial and Commercial

- Maintain accurate financial and resource forecasts and manage to agreed upon financial targets
- Foster strong relationships with Business Development, Operations and Human Resources to ensure that new and existing services are fit-for-purpose from a clinical governance perspective
- Support business development and marketing activity, through supporting the overall solution design, delivery shaping, business case development, due diligence and client interaction
- Actively support commercial development activity to demonstrate the clinical credibility of NHSP services, building relationships regionally and nationally that promote our services to other trusts



# Job Description

## Clinical Governance

- Set the corporate objectives for clinical governance standards that are fit-for-purpose and ensure compliance with these standards.
- Executive leadership for the Clinical Governance & Workforce Compliance Committee
- Lead the team that investigates complaints and incidents in a timely and efficient manner, oversee the monitoring of incidents and complaints to detect trends and patterns, and develops corrective actions that are fit-for-purpose
- Build and maintain a knowledge base of lessons learned and best practices related to clinical service delivery and effective governance and share throughout NHSP. Also to horizon scan for new and developing issues in the NHS and wider health community for opportunities, threats and issues for NHS Professionals
- Add value to NHS Professionals' solutions by supporting client/DH service priorities, for example through emergency preparedness, Infection Control and so on.
- Advise the business on professional leadership, clinical competency and training & development, ensuring that opportunities are maximised and that compliance standards are met

Other responsibilities as requested by the Chief Executive.

## Key Values

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

### Equality and Diversity

- To act in accordance with the Special Health Authority's Equality and Diversity Policy, which is designed to prevent discrimination of any kind.

### Health and Safety

- Ensure that all duties are carried out in line with the Special Health Authority's Health and Safety Policy.

### Corporate Image

- Adopt a professional image at all times.

### Risk Management

- Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
- Responsibility for attending health and safety training as required.
- Responsibility for assisting in risk assessments.

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.



# Person Specification

Criteria:	<b>ESSENTIAL</b>  <i>(When applying for this job it is important you fulfill all these essential requirements. If you do not you are unlikely to be interviewed)</i>	<b>DESIRABLE</b>  <i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i>
<b>Qualifications and Knowledge:</b>	<ul style="list-style-type: none"> <li>■ Registered Nurse and current valid registration with the Nursing and Midwifery Council</li> <li>■ Degree level or equivalent vocational/professional qualification</li> <li>■ Evidence of commitment to personal development and continuing education.</li> <li>■ Masters degree and/or management qualification or equivalent experience.</li> </ul>	
<b>Experience:</b>	<ul style="list-style-type: none"> <li>■ Demonstrable director or senior management level in the NHS, with evidence of operating corporately across departments.</li> <li>■ Demonstrable experience of clinical strategic practice in significant organizational change.</li> <li>■ A proven ability to build effective relationships across healthcare and establish credibility with a variety of strategic partners, both internally and externally.</li> <li>■ Experience of managing and directing key projects and change programmes.</li> <li>■ Experience of managing sensitive situations with stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>■ Experience at Board Level.</li> <li>■ Significant experience of directing and influencing functions in a national organisation.</li> <li>■ Experience of managing a temporary workforce.</li> </ul>





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<b>Communication and People Skills:</b>	<ul style="list-style-type: none"> <li>■ Excellent written and verbal presentation and communication.</li> <li>■ Ability to communicate effectively at all levels ranging from patients, the public, clinicians and wider staff to officials, national stakeholders, and the media.</li> <li>■ Influence and sell new ideas to potential and existing trusts.</li> <li>■ Ability to influence and build internal and external partnerships within a clinical environment.</li> <li>■ Highly developed negotiation skills.</li> <li>■ Ability to provide leadership as an Executive Team Member.</li> <li>■ Ability to work cohesively / collaboratively within the Executive Team.</li> </ul>	<ul style="list-style-type: none"> <li>■ Awareness of social, political, financial, economic and wider business issues affecting all organisations, particularly the NHS.</li> </ul>
<b>Organisational Skills:</b>	<ul style="list-style-type: none"> <li>■ Strong strategic, analytical, investigative and problem solving skills.</li> <li>■ Ability to work under pressure, and consistently meets tight deadlines and offer practical solutions.</li> <li>■ Able to work in a customer led environment and satisfy major stakeholders.</li> </ul>	
<b>Specialist Knowledge/ Skills:</b>	Extensive knowledge of the health, care and Government landscape and an understanding of policy resourcing implications	



# How to apply.

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## Key Dates

Closing date for applications – **Monday 17<sup>th</sup> February 2025**

Following a long list meeting of the Selection Panel, successful candidates will be invited to attend preliminary interviews with Odgers Berndtson.

The interview process with NHS Professionals will be held on a date to be confirmed during **w/c 17<sup>th</sup> or 24<sup>th</sup> March 2025**.

## How to Apply

In order to apply, please submit a comprehensive CV along with a covering letter which sets out your interest in the role and encapsulates the aspects of your experience relevant to the required criteria. Please include current salary details and the names and addresses of three referees. Referees will not be approached until the final stages and not without prior permission from candidates.

The preferred method of application is online at: [www.odgers.com/93170](http://www.odgers.com/93170)

If you are unable to apply online please email: [93170@odgersberndtson.com](mailto:93170@odgersberndtson.com)

All applications will receive an automated response.

All candidates are also requested to complete an online Diversity Monitoring Form. This will assist NHS Professionals in monitoring selection decisions to assess whether equality of opportunity is being achieved. Any information collated from the Diversity Monitoring Forms will not be used as part of the selection process and will be treated as strictly confidential.

## Personal Data

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life and sexual orientation, genetic and / or biometric data) in your CV and application documentation. Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

## Contact Details

For a conversation in confidence, please contact Vicky Graham  
[vicky.graham@odgersberndtson.com](mailto:vicky.graham@odgersberndtson.com)

We are committed to ensuring everyone can access our website and application processes. This includes people with sight loss, hearing, mobility and cognitive impairments. Should you require access to these documents in alternative formats, please contact [vicky.graham@odgersberndtson.com](mailto:vicky.graham@odgersberndtson.com)

Also, if you have any comments and/or suggestions about improving access to our application processes please don't hesitate to contact us [response.manager@odgersberndtson.com](mailto:response.manager@odgersberndtson.com)

