

Matched Job Report

Job Title	Chief Business Officer
Job ID	RVC/2025/0005
Score	689
Band	Band 8d
Status	Band Matched
Matched To	Professional Manager, Performance/Operations Higher Level

Job Statement

This is a new strategic position in the Health Board's journey to become a truly listening, citizen centred, integrated organisation and will be responsible for the day-to-day leadership, management and the delivery of strategic tasks on a range of complex pieces of work across the organisation on behalf the Chief Executive. Accountable as the lead operational manager for multiple areas of responsibility where advanced, specialist knowledge and skills are required ensuring the executive team prioritises and delivers the local and national agenda preserving cohesion across teams. In the course of their duties the post holder will :

- Represent the Chief Executive at both internal and external fora ensuring compliance with targets and long-term strategic objectives. Working as a very senior management professional as a visible and accessible member of the Senior Leadership Team :
- Work closely with the Insight , Communications and Engagement team and Corporate Governance team to ensure active and open communication between the Chief Executive's office and keep the Insight , Communications and Engagement team informed of critical issues requiring intervention and decision making.
- Ensure the Chair, Chief Executive and Vice Chair are provided with clear and articulate reports based on evidence and performance information; ensuring the highest quality, clear, timely responses are given to correspondence
- Anticipate and respond to major policy and operational issues; facilitate gathering of information to support the Chief Executive Officer to form views.
- Participate in, and lead taskforces, working groups and meetings in support and on behalf of the Chief Executive Officer.

1. Communication & Relationship Skills

National Profile	5 a,b 6	Profile	6
Factor Status	Matched	Score	60

Relevant Job Information

- Work constructively with internal and external stakeholders at all levels to manage positive and highly effective relationships, to appropriately influence and create the conditions for successful partnerships, overcoming opposition and anxiety in relation to contentious matters, using the highest level of interpersonal and communication skills. Ensure awareness of all programmes of activity both across the public sector system and in which the Health Board is a major stakeholder managing difficult, distressing or emotional circumstances on a frequent basis, for example when imparting unwelcome news.
- Working autonomously, interpret national policy and strategies which will involves the expert analysis, synthesis regularly providing and receiving highly complex, sensitive and contentious information. This will require influence, negotiation, tact and diplomacy when presenting to staff groups and other internal and external staff groups on topics that may be complex, sensitive or contentious including topics for proposed major change. Utilising a broad range of skills to overcome significant barriers to acceptance, using the highest level of social, and communication skills when communicating in a hostile, antagonistic or highly emotive atmosphere.
- Review and ensure quality control and high-quality standards of all outputs and

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communications that emanate from the Chief Executive Officer in terms of quality, political impact, substance or presentation; ensure that reports are clear, objective and based on comprehensive data and meet required standards before completion to ensure they comply with relevant mandates. This requires close working with the Director of Corporate Governance.

- Work with executive colleagues, internally and externally, to identify potential interdependencies, gaps and duplication and convenes colleagues to facilitate resolution of these bringing stakeholders together to drive decisions on behalf of the Chief Executive
- Exercise specialist knowledge across a range of managerial work procedures and practices underpinned by theoretical knowledge and practical experience, providing specialist advice and recommendations when required building a solid, cohesive executive team, working well with the new Board, partner organisations, and potential partners, and lead the development of our One Bay Way embedding accountability and compassion at the heart of all our work.
- Lead and inform the development and implementation of a unified performance data set for a variety of requirements for role. Align this to the corporate approach taken across the Health Board in monitoring and reporting service performance engaging with relevant services etc.
- Assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, developing options to assess risks and opportunities to the organisation and facilitate consensus building and decision-making. Including analysing and assessing conflicting information, where at times there may be expert opinion differs or information may not be viable relying on expert judgment and critical thinking to deliver an appropriate outcome. Especially when dealing with Primary care independent contractors, health board commissions services, GP practices, optometry practices, dental practices and community pharmacies across our region.

Panel Notes

Panel agreed a level 6

2. Knowledge, Training & Experience

National Profile	8	Profile	8
Factor Status	Matched	Score	240

Relevant Job Information

Master's degree and additional in-depth professional knowledge in a number of disciplines, financial management managing multi stranded budgets, performance management, information systems, staff management acquired through training and experience over extended period.

Clear understanding of the concept and working arrangements of diverse clinical and corporate areas. Advanced theoretical & practical knowledge, including extensive knowledge of regulatory frameworks and requirements.

Evidence of delivering successful strategic and operational performance management and clearly demonstrating improvement in the quality of service delivery at a strategic level; including business case preparation, service initiation, and the development and monitoring of outcome and output measures.

Knowledge of interpreting legislation, national guidance as appropriate to the role, politically astute and high level of intuition Extensive experience of working at a senior level in a large complex organisation, leading major organisational functions.

Extensive experience of NHS regulatory processes, governance and strategic programme reporting. Experience of using a range of software programmes to manipulate data

Experience of analysing, synthesising and interpreting highly complex data, filtering and

interpreting often conflicting information, to develop Health Board -wide policy.

Experience of strategic thinking at a senior level of delivering effective corporate services in a large multifaceted environment and presenting at Board level.

Significant experience of working with staff, citizens, governing bodies and groups of people who can be harder to reach

Panel Notes

panel agreed a level 8

3. Analytical & Judgemental Skills

National Profile	5	Profile	5
Factor Status	Matched	Score	60

Relevant Job Information

- Responsible for creating statistical reports for Welsh Government-level reporting, directly out of database using a variety of computer packages and raw information from multiple sources including quantitative and qualitative data. This will require an ability to build data base formulae that enables interrogation and analytical skills to provide clear insight. •Assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, developing options to assess risks and opportunities to the organisation and facilitate consensus building and decision-making. Including analysing and assessing conflicting information, where at times there may be expert opinion differs or information may not be viable relying on expert judgment and critical thinking to deliver an appropriate outcome. Especially when dealing with Primary care independent contractors, health board commissions services, GP practices, optometry practices, dental practices and community pharmacies across our region.

- Work with executive colleagues, internally and externally, to identify potential interdependencies, gaps and duplication and convenes colleagues to facilitate resolution of these bringing stakeholders together to drive decisions on behalf of the Chief Executive Working highly autonomously, interpret national policy and strategies which will involves the expert analysis, synthesis regularly providing and receiving highly complex, sensitive and contentious information.

- Assimilate and summarise complex documents, compare facts and analyse situational data from a range of sources, developing options to assess risks and opportunities to the organisation and facilitate consensus building and decision-making. Including analysing and assessing conflicting information, where at times there may be expert opinion differs or information may not be viable relying on expert judgment and critical thinking to deliver an appropriate outcome. Especially when dealing with Primary care independent contractors, health board commissions services, GP practices, optometry practices, dental practices and community pharmacies across our region.

- Responsibility for budget for multiple departments and or services of major area of activity or responsible for overall budget setting for major area of activity exercising judgment involving highly complex facts and figures or situations, which require the analysis, interpretation and comparison of a range of options to achieve financial balance and /or surplus within areas of responsibility, ensuring that any cost improvement programmes and cash releasing efficiency schemes are delivered.

- Review and ensure quality control and high-quality standards of all outputs and communications that emanate from the Chief Executive Officer in terms of quality, political impact, substance or presentation; ensure that reports are clear, objective and based on comprehensive data and meet required standards before completion to ensure they comply with relevant mandates.

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Panel Notes

panel agreed a level 5

4. Planning & Organisational Skills

National Profile	5	Profile	5
Factor Status	Matched	Score	60

Relevant Job Information

- Develop clear, deliverable strategies for the future, so the organisation can successfully deliver its Integrated Medium-Term Plan. The post holder will be key to delivering SBU culture change, providing clear, compassionate and visible leadership throughout their areas of responsibility.
- Co-ordinate strategic long term and short term projects and commitments directly involving the Chief Executive Officer and direct reports, or at the request of the Chief Executive Officer acting autonomously in order to deliver the specific programmes and deliverables.
- Identify and prioritise issues of strategic importance and play an active role in problem solving and bringing senior focus to both problem solving and stakeholder management. Identify the need for, and lead on complex pan-functional and pan-departmental projects to deliver Health Board priorities, or to respond to internal or external pressures.
- Co-ordinate the Executive Team's development and monitoring of its annual priorities, ensuring alignment to the Health Board's strategy and medium term plan. Responsible for setting goals and standards for others, from broad health and social care strategies, organisational policies, and specific local and national guidelines reporting directly to the Board to advise how these should be implemented, e.g. 'A healthier Wales' policy implementation aligned to the national clinical plan and associated value based healthcare priorities.
- Lead the development and delivery of relevant communication and engagement training programme for all levels of staff within Swansea Bay UHB

Panel Notes

panel agreed a level 5

5. Physical Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

Standard Keyboard

Panel Notes

panel agreed a level 2

6. Patient / Client Care

National Profile	1	Profile	1
Factor Status	Matched	Score	4

Relevant Job Information

Incidental

Panel Notes

panel agreed a level 1

7. Policy & Service

National Profile	5	Profile	5
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Factor Status	Matched	Score	45
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Relevant Job Information

- Working highly autonomously with minimal guidance will be responsible for interpreting National Health Service and Policy and acting independently, setting goals in order to achieve corporate, individual, and collective work streams objectives, e. g. Well Being and Future Generations Act. Providing extensive strategic and operational expertise to the Health Board across the Chief Executive Officer portfolio, particularly in relation to Welsh Government business.
- With freedom to initiate, act and lead will be accountable for the development of Health Board wide policies within their portfolio including by directing through an Executive or in collaboration with clinicians and leaders across the service.
- Accountable for a range of initiatives to deliver upon the Health Board's agenda ensuring policies and standard operating procedures are in place and aligned ensuring robust systems of governance (clinical, financial, staff, audit and information) and risk management are in place for portfolio of work.

Panel Notes

panel agreed a level 5

8. Financial & Physical

National Profile	5 (a) (b)	Profile	5
Factor Status	Matched	Score	45

Relevant Job Information

- Responsibility for budget for multiple departments and or services of major area of activity or responsible for overall budget setting for major area of activity exercising judgment involving highly complex facts and figures or situations, which require the analysis, interpretation and comparison of a range of options to achieve financial balance and /or surplus within areas of responsibility, ensuring that any cost improvement programmes and cash releasing efficiency schemes are delivered.
- Responsible for the effective use, monitoring and management of operational budgets within areas of responsibility. This will include prioritisation, budget setting, supervision of delegated budgets and control and procurement of capital equipment, to ensure compliance with the organisation's Standing Orders and Standing Financial Instructions and ensure effective corporate governance.
- Accountable for engagement of the Health Board's corporate Informatics and Finance Department to secure appropriate levels of expert support for the preparation of Board and Government level reporting, including obtaining, processing and analysing information and workforce and financial data.

Panel Notes

panel agreed a level 5

9. Human Resources

National Profile	4a 5a	Profile	5
Factor Status	Matched	Score	45

Relevant Job Information

- Responsible for the strategic development and day-to-day operational management of multiple services within the post holder's portfolio. Responsible for matrix working across all corporate departments ensuring an effective system of performance management, including appraisal and personal development, for all direct reports and their staff, including active succession and workforce planning as well as disciplinary etc.
- Ensure direct reports are aware of their managerial responsibilities for human resource issues

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within their areas of responsibility implementing correct HR policies and processes. Working with the Human Resources team as required, ensuring that robust HR policies and processes are in place in all areas of operational responsibility.

- Ensure that staff groups within the team are working to competencies, which are regularly assessed and appropriate to the service in line with Agenda for Change and the Knowledge and Skills Framework.
- Maintain own development and competence for the role as well as development identifying relevant training opportunities which will enhance knowledge and skills that meets service needs now and for the future.

Panel Notes

panel agreed a level 5

10. Information Resources

National Profile	1-2b 3bc	Profile	2
Factor Status	Matched	Score	9

Relevant Job Information

- Create reports on a regular basis from internal and external sources that allow evaluation of the Health Board's activity interpret data including 'hard and soft' indicators such as organisation reputation perception, financial, quality and workforce for various purposes to feed into service delivery and strategy.
- Responsible for creating statistical reports for Welsh Government-level reporting, directly out of database using a variety of computer packages and raw information from multiple sources including quantitative and qualitative data. This will require an ability to build data base formulae that enables interrogation and analytical skills to provide clear insight.

Panel Notes

panel agreed a level 2

11. Research & Development

National Profile	1-2a	Profile	3
Factor Status	Variation	Score	21

Relevant Job Information

- Lead on and be accountable for all Research and Development activity within the area of responsibility this will include leading and undertaking regular audits of compliance as well as leading innovative areas of research.
- Undertake regular complex surveys to evaluate the extent of true citizen, staff and partner engagement in the work of Swansea Bay UHB and the impact of any improvement work.
- Lead on and be accountable for all Research and Development activity within the area of responsibility this will include leading and undertaking regular audits of compliance as well as leading innovative areas of research.
- Undertake regular complex surveys to evaluate the extent of true citizen, staff and partner engagement in the work of Swansea Bay UHB and the impact of any improvement work.

Panel Notes

panel agreed a level 3 due to the leading and accountability for undertaking research

12. Freedom To Act

National Profile	5	Profile	5
Factor Status	Matched	Score	45

Relevant Job Information

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Panel Notes

panel agreed a level 5

13. Physical Effort

National Profile	1	Profile	1
Factor Status	Matched	Score	3

Relevant Job Information

The post holder will facilitate meetings, which require a sedatory sitting for long periods chairing formal internal and external meetings

Frequent
Long Periods

Panel Notes

panel agreed a level 1

14. Mental Effort

National Profile	3(a)	Profile	3
Factor Status	Matched	Score	12

Relevant Job Information

Frequent VDU use is required for periods of up to 3 to 4 hours at a time in order to produce complex reports and analysis to support decision-making.

Frequent
Prolonged

concentration will be required on a wide variety of complex issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.

Frequent
Concentration

There will also be a requirement to present highly complex information at Board Meetings, which will require the individual to have an high levels of concentration to ensure that there is active engagement in the subject matter at hand.

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Frequent
Concentration

Panel Notes
panel agreed a level 3

15. Emotional Effort

National Profile	3a	Profile	3
Factor Status	Matched	Score	18

Relevant Job Information

The role will require daily negotiation with senior NHS and partner organisation professionals, directors and managers in a financially constrained health economy issues that have a significant impact on the quality and quantity of services, challenging practice and established management processes.

Frequent
Direct

The post holder will also be expected to deal positively and promptly with staff concerns and personal problems, challenge staff on any inappropriate behaviors or poor performance and investigate and deal with complaints as required. Will also have to react to frequent interruptions which will require a change of task

Occasional
Direct

Panel Notes
panel agreed a level 3

16. Working Conditions

National Profile	1	Profile	2
Factor Status	Variation	Score	7

Relevant Job Information

Office conditions with regular requirement to travel

Frequent

Regular VDU use

Frequent

Panel Notes
panel agreed a level 2