

## Frequently asked questions

&

### Job description

#### CPPE Regional Manager

#### Centre for Pharmacy Postgraduate Education

<b>Title:</b>	Regional Manager
<b>Time commitment:</b>	1.0 FTE
<b>Contractual period:</b>	Fixed term to March 2026
<b>Salary scale:</b>	Agenda for Change – 8b
<b>Hours:</b>	1.0 FTE
<b>Job Purpose:</b>	The post holder will be a senior pharmacist or pharmacy technician responsible for the regional management of CPPE education, training and workforce developments for the pharmacy profession in the NHS in England. The post holder will also line manage the team of CPPE pharmacy tutors and education supervisors across a region.

Their remit is to evaluate and deliver post graduate learning programmes to support the pharmacy workforce and facilitate their continuing professional development. They will also design and deliver learning programmes. In addition, they will establish

close working relationships with government bodies and key professional organisations within the field of education and the pharmacy profession. They will deputise for other managers within CPPE when requested.

**Location:** Based at: Home or other suitable location within the region

Regular attendance at CPPE, Division of Pharmacy and Optometry, Oxford Road, The University of Manchester or working from another location on approval by the Director.

**Responsible to:** Deputy director

**Accountable to:** Director

**Key contacts:** CPPE's Director, Deputy director, Head of technology services, Head of finance and contracts, Head of primary care pathways, Head of learning development, learning development team, Office manager, Editorial and marketing team, other administrative and secretarial staff, education supervisors and Pharmacy tutors.

**External contact:** Pharmacists and pharmacy technicians in England, university staff, pharmacy professional associations, government agencies, CPPE suppliers and service providing organisations, learning programme developers and higher education institutes

## **Key Duties and Responsibilities**

### ***Scope and depth of Learning Portfolio***

- Co-ordinate the development of learning opportunities for the pharmacy workforce in support of their continuing professional development (CPD) and GPhC revalidation.
- Co-ordinate the development of assessment for the pharmacy workforce in support of their continuing professional development (CPD) and GPhC revalidation.
- Advise the Director and Deputy director on the CPPE strategic framework for the provision and delivery of learning programmes and CPD for the pharmacy workforce in England
- Implement the CPPE organisational strategy
- Contribute to the review of the learning portfolio, identify gaps in learning provision and offer learning development plans
- Plan and undertake learning needs analyses in order to keep up to date with the needs of the changing pharmacy workforce
- Liaise with CPPE Portfolio pathway leads with regard to learning programmes
- Plan and lead national project design meetings
- Extract, analyse and interpret information from a variety of sources to use in the development of learning programmes
- Develop effective multidisciplinary learning and promote skill mix

### ***Provision of Learning: Access and Demand Management***

- Analyse local access to learning programmes and feedback findings to inform the CPPE strategy
- Contribute to the design and updating of programmes within the CPPE portfolio to support pharmacy professionals to maintain revalidation with the GPhC.
- Report to the Deputy director on uptake of courses, participation and evaluation of learning programmes
- Provide learning experiences and events, particularly using facilitation skills
- Direct the regional team to determine need and assuring access to learning.
- Undertake local and national workshops when required both online and face to face.

### ***Deliver DH, NHS England and Office for Health Improvement & Disparities, Priorities / Drivers***

- Maintain a working knowledge of NHS England, Office for Health Improvement and Disparities and DH policy

- Horizon scan for new NHS England and Office for Health Improvement and Disparities priorities and identify learning needs in advance of implementation of changes. This includes legislative, regulatory, clinical and workforce management changes
- Support the learning of specialist groups as they develop within the pharmacy workforce e.g. pharmacists with special interests; consultant pharmacists, development of roles through accreditation etc

### ***Ensuring Quality, Flexible Learning and Assessment***

- Deliver a flexible learning portfolio that is governed by internal quality processes.
- Support criteria/ performance indicators to validate and monitor the quality of learning and assessment programmes
- Contribute to setting of standards and targets in relation to the CPPE learning portfolio to meet objectives within the organisational strategy
- Support the review and development of programmes within key CPPE themes and delivering timely outcomes
- Understand various assessment methods used within healthcare education. Determine the appropriateness of each assessment type for CPPE learning programmes
- Lead and co-ordinate audit and research projects within our allocated themes or topics
- Co-ordinate selected *Programme Guardian* processes for CPPE
- Plan and participate in educational research and development within the profession of pharmacy
- Analyse the results of research findings and make recommendations to influence educational developments within CPPE
- Support the development and implementation of new policies which improve practice and the quality of learning materials and functionality of CPPE
- Use skills in proof reading and editing manuscripts written in standard English text to correct grammar, spelling and punctuation

### ***Communication and Promotion to the Pharmacy Workforce***

- Work with local team of tutors and education supervisors to promote CPPE as a provider of learning opportunities
- Act as key regional lead for CPPE linking with HEIs, PCNs, ICSs etc
- Promote new CPPE developments using effective communication and marketing strategies.
- Signpost to and collaborate with other NHS England and training organisations
- Collaborate on the development of CPPE marketing materials including CPPE annual report, newsletters, website, etc
- Publish educational articles /research in peer reviewed journals to share good practice
- Attend national and international meetings to promote CPPE
- Maintain an excellent working knowledge of CPPE learning portfolio to allow effective communication with users and pharmacy leaders.

### ***CPPE Stakeholder Consultation***

- Act as a regional lead for CPPE, coordinating with CPPE pharmacy tutors to ensure CPPE is well recognised as a leading provider of educational solutions
- Work with CPPE stakeholders and users to ensure CPPE is responsive, flexible and current in its approaches to NHS England
- Communicate with patients and clients of NHS England and Public health services to ensure learning reflects a person-centred focus
- Present at and attend CPPE Boards if requested
- Identify and respond to local service delivery needs in partnership with CPPE pharmacy tutors and Education supervisors
- Develop learning strategies to support locally commissioned enhanced services within the community pharmacy contract

### ***CPPE Internal Governance and Management Structures***

- Attend the Learning and Programme Development, and Regional manager meetings at CPPE
- Liaise with other teams within CPPE eg. Administration team, IT team, editorial team in relation to programme development
- Provide advice and training for head office staff, and regional teams to deal with any enquiries about any new learning programmes if required
- Collaborate in developing a structured project management culture within the organisation
- Create and manage project schedules to ensure delivery of programmes in a timely manner
- Document critical milestones and produce regular reports to monitor progress against these outcomes
- Manage own project to ensure delivery of programmes in a timely manner
- Review and evaluate the progress of multiple complex projects to ensure agreed deadlines are met
- Provide briefings to CPPE Contract Management Board, CPPE Operations and advisory Board, and Leadership Team meetings if required
- Develop and implement various CPPE policies, SOPs and guidelines
- Provide statistics relating to project developments as required by CPPE
- Possess a working knowledge of University procedures to be able to complete appropriate Finance and HR forms
- Work within internal governance and management structures
- Monitor and maintain the health, safety and security of yourself and those of others within the organisation.
- Ensure compliance with professional standards and medicines legislation

### ***CPPE Workforce Support and Development***

- Manage a team of pharmacy tutors, including performing development reviews, objective setting and reviewing event performance.
- Participate in recruitment and training of new staff
- Demonstrate Continuing Professional Development (CPD) through identifying own learning needs
- Utilise in house workforce development frameworks to support individual staff development
- Active participation in personal development reviews and personal development planning
- Support other teams within CPPE eg. Administration team, IT team, editorial team.
- Contribute to and participate in team meetings and the CPPE annual calendar of events
- Participate in team development activities to promote teamwork and effective communication

### ***Using Information Technology to Support Learning***

- Effectively use appropriate software packages such as Word, Excel, PowerPoint, Zoom and Microsoft teams.
- Use the appropriate various IT solutions to deliver effective learning and competence based assessments.
- Collaborate with the Head of technology services and the technology team to develop and introduce new and innovative programme formats, assessment processes and information delivery systems if required

### ***Ensuring Robust Financial Systems***

- Take responsibility to manage regional budget for workshop costs including venue costs
- Take responsibility for the financial management of specific project budgets (each with an individual budget of up to £25k)
- Manage regional innovation delivery budgets
- Ensure compliance of project team with financial systems, including contracting, time and expenses, invoicing and accounting
- Report expenditure into the Costed Plan reviews when requested by the Deputy director

### ***Communication***

- Co-ordinate communication systems to both internal and external customers

- Be an active member of the Learning and Programme Development team (LAPD), liaising closely with all members
- Establish and maintain co-operative working relationships with all members of CPPE staff
- Work in partnership with other professional educational organisations to co-ordinate developments and strategies for improving the learning opportunities for the pharmacy profession.
- Access and use a variety of computer databases and information systems to communicate with staff, research material or extract information for presentations and reports.
- Deliver training sessions on new programmes/ service developments when required (e.g. *Briefing sessions for Optimise and HEI undergraduate sessions*)
- Use motivational / negotiation skills to motivate team members to help overcome barriers to change especially in situations of non-compliance
- Use advanced / excellent oral and /or written communication skills / interpersonal skills when dealing with contentious situations or difficult and complex issues within educational developments.
- Ensure clarity in all communication and choose the most appropriate form of communication for each situation
- Establish and maintain co-operative working relationships with all members of CPPE staff
- Act as a mentor/coach for CPPE staff if requested
- Represent the Director / Deputy director of CPPE at national meetings when requested