

Job description

Service Area: Overseas Healthcare Services

Job title: Liaison Officer

Band: AFC Band 5

Location: Newcastle

Job purpose

To focus on the promotion, analysis and support of Cost Recovery for chargeable patients. Acting as an ambassador for Overseas Healthcare Services (OHS), the post holder will work with Overseas Visitor Managers (OVMS) and healthcare organisations to provide training and support.

The role requires the constant gathering of up to date knowledge regarding legislation, processes and developments to ensure enhanced service delivery.

In this role, you are accountable for:

1. Working closely with colleagues, sharing information and providing support to ensure best practice, most efficient working practices and limiting duplication of work.
2. Develop and manage the day-to-day relationships with partner organisations, providing the main point of contact, giving them regular feedback and keeping them informed of developments.
3. Represent the BSA at internal / external conferences, meetings, seminars and workshops promoting cost recovery. Create training packages and present to a wide audience.

4. Travel across the UK to promote identification and reporting of chargeable patients and support healthcare organisations.
5. Working closely with the communication team to create and deliver a communications plan.
6. Increase participation and engagement levels with Trusts across the UK. Understand the needs of the Trusts and be able to respond effectively with a plan of how to meet these.
7. Understand and interpreting regulation relating to cost recovery for the EEA and Switzerland and ensure any changes are relayed to OVM's. Work with Trusts to better identify overseas visitors so they can ensure that they are charging the correctly.
8. Support OVM's with the web portal. The portal is the mechanism that allows OVM's to submit all costs.
9. Liaising with Overseas Visitor Managers, member states, customers and any relevant internal and external stakeholders to discuss cases and seek conclusions.
10. Contributing to the ongoing review and development of our Overseas Healthcare operations, ad hoc audits and other quality assurance activities as required.
11. Support the cost recovery team to ensure that all submissions are processed in according with Governance frameworks, policies and procedures ensuring that accurate and auditable records of activities are maintained to ensure accurate recovery of all costs from Member States.

In addition to the above accountabilities, as post holder you are expected to

1. Undertake additional duties and responsibilities in line with the purpose of your role and as agreed by your line manager.
2. Demonstrate NHSBSA values and core capabilities in all aspects of your work.
3. Encourage an environment where your own and colleagues' safety and well-being is promoted.
4. Contribute to a culture which values diversity and inclusion.
5. Follow NHSBSA policies, procedures, and protocols as they apply to your role.

Working relationships

Responsible to: Service Delivery Manager

Responsible for:

Key relationships and connections

1. Organisational staff and managers at all levels
2. Business stakeholders

Person specification

Service area: Overseas Healthcare Services

Job title: Liaison Officer

Personal Qualities, Knowledge and Skills

Essential criteria

1. Comprehensive and demonstrable Events Management experience across public or private sectors
2. Experience of marketing, promoting and advertising of events
3. Excellent communication in all mediums, e.g. oral / written / presentation
4. Experience of initiating and developing working relationships
5. Comprehensive ability to analyse data and information to identify trends and monitor performance.
6. Persistent and proactive approach to achieving goals
7. Excellent attention to detail in all areas of work
8. Excellent Organisational skills

Desirable criteria

1. Significant experience of events organisation, ideally in a NHS environment

Demonstrated by

Application form

Interview

Experience

Essential criteria

1. Understanding of Confidentiality and Data Protection Act.
2. Knowledge of NHS issues.
3. Accurate with the ability to prioritise own workload and work independently within established parameters.
4. Good oral and written communication skills.
5. Pays attention to detail.
6. Flexible and committed team player with the ability to use own initiative.
7. Capable of delivering within stringent deadlines.
8. Good organisation skills.

Desirable criteria

1. Worked in the NHS or other large organisation.
2. Able to identify and act on future needs and opportunities.

Demonstrated by

Application form

Interview

Qualifications

Essential criteria

1. NVQ 4 or equivalent experience in Marketing / Stakeholder engagement.

Desirable criteria

1. Training qualification

Demonstrated by

Application form

Certificates

Core capability (minimum level)

- **Communicating with Influence and Impact** - Positively influences, motivates and engages others to achieve the best outcome. **Level 2**
- **Improving and Innovating** - Encourages others to embrace new processes, technologies and ways of working. **Level 2**
- **Working Together** - Identifies opportunities for joint working outside their immediate area to minimise duplication and deliver shared goals. **Level 2**
- **Enabling performance and potential** - Gets the best out of people by giving clear messages about priorities and expectations helping people to see what it means for them. **Level 2**
- **Making and Owning Decisions** - Stands by and promotes own and team's actions/decisions where needed. **Level 2**

Understanding the Bigger Picture - Supports others to understand the context in which they work. **Level 2**

Relevant professional framework