



National Performance
Advisory Group

Chair of an NPAG Best Value Group

Role and Job Description

June 2025

NPAG is a commercial
division of the East of
England Ambulance Service



npag.org.uk

Introduction

NPAG's national Best Value Groups exist to support their members in the continuous improvement of their services. Many also seek to influence central government direction and function as a 'sounding board' or 'expert group' for central bodies.

There are three key supporting roles for all NPAG groups – the Chair, the Facilitator and the Coordinator (see below).

This document was originally produced in 2020 to help clarify the role of the Chair of a national NPAG group (as part of a wider suite of documents).

It was updated in January 2021, to reflect the operational changes imposed by the ongoing impacts of Covid-19 and to clarify certain aspects of the operation of the relative roles and was subject to minor revisions in 2024.

Many NPAG groups now elect two Joint-Chairs to share the responsibility, and to increase the resilience of the group. Some also appoint a Vice Chair.

(There is not an equivalent job description for a Vice Chair as their role is to aid the Chair and deputise for the Chair in their absence).

The Chair(s) and Vice Chair(s) are nominated from the membership annually. NPAG groups are Member-led, and each group will adopt its own approach to election of Chairs.

The Chair(s) and Vice Chair(s) will have the option to stand down at any time, upon which occasion a replacement(s) will be elected by the members.

NPAG also reserve the right to ask a Chair or vice Chair to stand down if it becomes clear that they are unable to continue to fulfil the role to the standard required by NPAG and as set out in this document.

Support from Facilitator and Coordinator

NPAG provide a Facilitator and a Coordinator to support the group and Chair.

Facilitator

Duties in brief: manages the structure and logistics of the quarterly meetings including Agenda, Minutes, arrangement of guest speakers; plus production of the Annual Report and promotional material. The Facilitator also undertakes benchmarking and other activities agreed by the Members in the meetings.

Coordinator (NPAG HQ)

Duties in brief: books venues, refreshments, keeps up to date membership log, maintains the Members' website, MS TEAMS Channels, organises marketing, advertising and produces CPD Certificates. Liaises with members and Facilitators throughout the year offering support and guidance.

During virtual meetings, the coordinator will sit as a silent partner in the meeting to ensure there are no technical issues, make sure members/guests/try before you buy/speakers can gain entry and that all speakers are able to screen share presentations when needed, to step in assist in presenting if necessary.

The Chair

Overarching Purpose: To provide professional leadership for the group at and between meetings.

Core Duties:

To work with the Facilitator to plan the year's Agendas, suggesting possible meeting topics and speakers and to agree each meeting Agenda.

To structure and manage the quarterly meetings, with support from the Facilitator, leading the discussion to both act positively and confidently, using their skills and talents, to bring out the best in participants at events.

To sign off the meeting Minutes and contribute to the group's Annual Report by reviewing the final draft and contributing a short piece from the Chair's perspective.

To act as an ambassador for the group, helping to publicise its work in appropriate professional circles, plus act as a spokesperson if required by group members.

To support, encourage and inspire group members, working with the Facilitator and Coordinator, to allow group members to feel:

- They have had every chance to provide their views
- They have been listened to and understood
- Different ideas have been integrated to produce a group view
- Everybody has had a chance to contribute
- Responsible for the decisions and actions of the group.

To encourage and assist intra-meeting work by Members with working groups to develop further issues raised in meetings – chair if necessary.

In the rare event that the Facilitator is unavailable to attend a meeting at short notice, to arrange for a brief record to be made of the meeting and sent to the Facilitator, so that formal Minutes may still be produced.

Additional duties may arise from time-to-time, including:

To collate Members' comments and produce formal written responses, for example, to technical consultations or letters to professional bodies with questions /requests for clarity etc.

To act as signatory to group responses – especially if critical points raised by individual member who doesn't want to put name to letter.

Recognition of the Role by NPAG

Recognising the importance of the role of Chair and the contribution they make to the success of the group, NPAG will provide a financial contribution of at least 25% of the Membership Subscription. This contribution may be increased if there is evidence that the Chair is fulfilling the additional duties outlined in this document. The final contribution will be agreed upon by the Coordinator and Facilitator and may vary across different groups.