

Job Description

Job Title:	Operations Manager, NJR
Reporting to:	NJR Associate Director, Operations & Contracts (ADOC)
Accountable to:	NJR Deputy Director of Operations
Responsible for:	1 WTE Direct Report
Salary and scale:	Level C £38,250 - £51,750 (New appointments expected to be at circa £43,000)
Contract type:	Permanent
Hours:	37.5 hours per week
Location	Central London with occasional travel

About us

The National Joint Registry (NJR) for England, Wales, Northern Ireland and the Isle of Man collects information on hip, knee, ankle, elbow and shoulder joint replacement surgery and monitors the performance of joint replacement implants.

The NJR is hosted by the Healthcare Quality Improvement Partnership (HQIP) and overseen by a Steering Committee (NJRSC), which is designated as an NHS England (NHS E) 'Expert Committee'. The NJRSC Chairman reports directly to the NHS E Medical Director.

The NJR works across the NHS and independent healthcare sector and with over 2.5 million records it is currently the largest arthroplasty register and one of the most influential healthcare registries in the world – playing a significant role internationally.

The purpose of the registry is to collect high quality and relevant data about joint replacement surgery in order to provide an early warning of issues relating to patient safety. In a continuous drive to improve the quality of outcomes and ensure cost effectiveness of

joint replacement surgery, the NJR monitors and reports outcomes on orthopaedic implants, hospitals and surgeons, and supports and enables related research.

The NJR Steering Committee (NJRSC) is responsible for overseeing the strategic direction of the NJR and is formally classified as a NHS England Expert Committee, reporting through the Chairman to the NHS Medical Director. A number of NJRSC Sub-committees oversee the major NJR work areas.

There are currently nine standing committees which support the work of the NJRSC: Executive, Medical Advisory, Editorial Board, Surgeon outliers, Implant performance, Data quality, Regional Clinical Coordinators Committee and Research. In addition, ad hoc working groups are convened for purpose specific projects and vary in number dependent on activity.

NJR core services are managed under two contracts held with: Northgate Public Services: for collection and management of data and technology and the University of Bristol: for provision of statistical support and analysis of data, to support NJR outcome monitoring, research activity and publications.

The NJR management team, led by the Director of Operations – NJR at HQIP, oversees the day-to-day operational management and development of the NJR's work programme, supporting the NJRSC in providing governance and strategic oversight of the registry including all its sub-committees and contracts.

Further information can be found at <http://www.njrcentre.org.uk/>

Purpose of the position

This is a vital management role and the holder will be a key member of the NJR management team, contributing to the achievement of an effective and responsive NJR leadership office, operating within a busy and pressurised environment.

The post holder will support ongoing monitoring of the NJR contracts and individual projects, the strategic development and programme management of NJR activity, monitoring and reporting progress and performance against KPIs.

Additionally, the post holder will work closely with the Chairs of NJR Committees to ensure the efficient and adequate management of a number of operational issues and projects, taking forward actions, chasing progress and providing updates as required.,.

The post holder will be expected to provide support to NJR Committees as necessary.

Responsibilities and duties

Contract and Project Management

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- To support management of the day to day activities of contract and projects under the direction of the Associate Director for Operations and Contract Management (ADOC) working closely with the Deputy Director of Operations and the Chairmen of the NJR Sub-Committees.
- To develop and maintain detailed project plans and risk register for each relevant work-stream and monitor progress towards key milestones, the management of relevant project documentation, and the organisation of close down activities at project completion.
- To monitor project KPIs and maintain a detailed KPI log.
- To monitor expenditure against agreed budgets and maintain detailed financial records making the ADOC aware of any variances.
- To ensure agreed action is taken in accordance with the project plan and liaise closely with others within the NJR who have been tasked with actions.
- To co-ordinate the input of the NJR's contractors (e.g. Northgate, Bristol) in delivery of the agreed projects.
- To manage the contract review cycles including the processing of monitoring reports and arranging contract review meetings.
- To support the review of new change requests, business cases and contract variations to ensure value for money and benefit to the NJR.
- To assist the management and the monitoring of contract budgets and expenditure including milestone payments and work plans.
- To undertake user acceptance testing of new systems.
- To assist with the development and implementation of new processes as a result of work stream activities or service developments.
- Support contract variation activity including preparation for HQIP CEGS meetings
- Ensure the ADOC is kept informed of progress of all projects and activity and made aware of contractual, managerial and technical issues that may arise

NJR Sub-Committees

- To organise and attend Committee meetings as required, and be responsible for agendas, minutes and action lists arising out of the committees or any working groups or other meetings relating directly to the committee as required.
- To perform the day to day management of work-streams related to the NJR annual plan, arising from NJR committees and daily operational activity and ensure that objectives are met within the agreed timescales.
- To assist with operational and governance activities arising from the support of sub-committees.

Operational Programme Delivery

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- To support the ADOC in undertaking day to day activities to support the achievement and delivery of the NJR strategic plan and business and financial objectives for the NJR
- Where necessary undertake the timely execution of relevant actions from the NJR Steering Committee and Sub-committees
- To contribute as required to the development of the work plan and key performance indicators for the NJR and their monitoring and reporting to the NJRSC
- Highlight and report any risks that may arise from work streams to the ADOC
- Take on specific projects as delegated by the ADOC or Deputy ensuring that targets are met and that the ADOC and/or Deputy are kept up to date on progress;

General

- To identify areas and processes for improvement.
- To develop and maintain excellent professional relationships with internal and external stakeholders relevant to the working areas.
- Provide verbal and written updates of project progress at any stage in the project to the Do, Chairmen of NJR Sub-Committees and AD-O&C.
- To provide line management and supervision to the NJR Team Administrator.
- To provide a flexible resource across all areas in the NJR; performing any ad hoc management activities for the NJR as required by the Deputy and ADOC

Person Specification

	Essential	Desirable	Tested through A – Application I – Interview S – Assessment
Qualifications	Educated at graduate level		A
Knowledge and experience	At least five years' experience in University,	Prior knowledge of the National Joint Registry, National Clinical Audits or NHS management	A/I

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	<p>NHS or charity sector management</p> <p>Experience in successful management of members of staff</p> <p>Track record in successful management of projects and programmes</p> <p>Experience of developing and implementing standard operating procedures</p>	<p>and/or healthcare provision desirable</p>	
<p>Skills, aptitudes and abilities</p>	<p>Excellent financial management skills</p> <p>Excellent writing skills and attention to detail</p> <p>Excellent planning and organisational skills</p> <p>Ability to prioritise and manage multiple tasks and working to challenging targets and deadlines</p> <p>Excellent interpersonal and relationship management skills, ability to liaise with internal and external stakeholders and communities</p> <p>Excellent communication skills</p> <p>Analytical and problem solving skills</p> <p>Excellent IT skills</p>		<p>A/I</p>

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