

JOB DESCRIPTION

Job Title:	Communications Manager, NJR
Reporting to:	Associate Director of Communications and Stakeholder Engagement
Salary and scale:	D - Circa £35,000 (Dependent on experience)
Contract type:	Permanent
Hours:	37.5 hours per week
Location	Central London, with occasional London/ wider-UK travel

About the National Joint Registry

Established in 2002, the NJR for England, Wales, Northern Ireland and the Isle of Man and Guernsey has collected data on hip and knee joint replacement surgery since 2003, ankle joint replacement surgery from April 2010 and elbows and shoulders since April 2012, across NHS Trusts and independent healthcare sector. With over 2.8 million records, the NJR is the largest orthopaedic device registry, and one of the most influential health care registries in the world - now playing a significant role internationally.

The purpose of the NJR Registry is to collect high quality, relevant data about joint replacement surgery. In a continuous drive to improve the quality of outcomes and ensure the cost-effectiveness of joint replacement surgery, the NJR monitors and reports outcomes on the performance of orthopaedic implants, hospitals and surgeons, alongside enabling and supporting related research to benefit patients.

The NJR is hosted by the Healthcare Quality Improvement Partnership (HQIP) - a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing, and National Voices, which holds the contract with NHS England for the management of the National Clinical Audit and Patient Outcomes programme in England and Wales (NCAPOP).

Further information about HQIP: <http://www.hqip.org.uk>

Management of the NJR

The NJR is led by a Steering Committee (NJRSC), which oversees its strategic direction, operational activity and monitors the NJR budget. The NJRSC is an NHS England (NHS E) 'Expert Committee' and the NJRSC Chairman reports directly to the NHS E Medical Director. Nine NJRSC sub-committees oversee key NJR work areas and report into the NJR Steering Committee.

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

The NJR management team is based in the HQIP offices and is responsible for overall strategic and operational and contract management of the NJR, for supporting the work of the NJRSC and its sub-committees and for communicating on NJR outcomes and wider work, both internally amongst key stakeholders and to the general public. The team works closely with relevant professional orthopaedic societies, who are also represented across the NJR board and sub-committees.

Further information about the NJR: <http://www.njrcentre.org.uk>

Job purpose summary

The role of Communications Manager is key for effective NJR communication activity and the post holder will be a key member of the NJR team.

The role requires that the post holder be experienced in a wide range of communication activity, as they will be a key contributor to the smooth running of the communication and stakeholder engagement function within NJR as part of a small team.

The main role is in managing much of the vital work of the communication department in various capacities such as: working on press and media requests and sharing stories; updating the website using the CMS; drafting content for press releases, newsletters and e-bulletins; social media management; alongside stakeholder engagement administration using the CRM. Additionally taking responsibility for some NJR sub-committee activities, such as organising, attending and recording minutes at NJR editorial board meetings.

Key working relationships

Key Responsibilities

Interacting with the Associate Director of Communications and Stakeholder Relations, the NJR Director of Operations, and with other members of the NJR management team for support and for relevant resources and content, to enable us to effectively communicate and deliver on a range of NJR activities.

Internal: Alongside reporting to the Associate Director for Communications and Stakeholder Engagement, the role will involve liaison with the rest of the NJR Team and key NJR contractors delivering activity on behalf of NJR.

External: Liaison with press/ media, designers, printers and other suppliers, members of committees, specialist societies, patients within NJR's network. Liaison with designers and printers to enable best prices and practice in the creation and delivery of NJR publications and materials.

Key responsibilities and duties

1. NJR Annual Report Process, Publications, Newsletters

- To work on the planning, execution and delivery of NJR's Annual Report and other operational and promotional materials, liaising with staff, committee members and our two key contractors where necessary, providing relevant information to associated parties and committees on work developments and on budget and timelines.

- To manage the development of content for publications, such as in-house magazines and homepage news stories, information and images for websites and promotional videos, in collaboration with relevant internal staff.
- Effectively manage workflow from content gathering through to execution, proactively identifying tasks to be undertaken, delivering outcomes to agreed schedules.
- To ensure materials are designed in accordance with NJR brand guidelines following agreed processes, timelines and budget to achieve all objectives and targets.
- To be aware of law and regulatory considerations and ensure these are met in handling data and NJR materials and reflect best practice, particularly those that relate to website accessibility, advertising standards, copyright, Data Protection Act 2018 and Privacy and Electronic Communications Regulations (PECR) and General Data Protection Regulation (GDPR).

2. Communications Administration Management

- Effectively manage communication/ press queries and requests by both phone and email, redirecting to other members of the NJR team where appropriate.
- Manage the work of the communications function administratively across projects.
- Manage, maintain and update the CRM and contact databases as required.
- Provide support for ad hoc projects work, meetings and telephone conferences as discussed with the Associate Director of Communications and Stakeholder Engagement.

3. Meeting and Events

- Liaise with other NJR staff and with venues to oversee the meeting and logistics process, including making arrangements for internal and external meeting rooms and liaison with meeting venues to arrange catering, exhibition space/ audio-visual equipment and tele/video conferencing facilities; managing associated invoicing and timely payments.
- Attend NJR Editorial Board and Communication-related committee meetings and teleconferences to update on work, manage audio-visual equipment/ ensure detailed minutes and update on actions; deputise for the Associate Director of Communications and Stakeholder Engagement in their absence.
- Update the NJR Editorial Board committee files and action log.

4. Wider Communication Activity

- Manage flow of engagement activity with stakeholders and the public through various communication channels.
- Ensure that material published on the NJR website and other social media communication channels is up-to-date, consistent with other channels, and consider potential NJR digital development.
- Manage agreed parts of the NJR Annual Report Editorial Board content generating, production and communication process.
- Manage the NJR communication and award allocation process with hospital units for the NJR Data Quality Provider scheme certification awards, in liaison with relevant NJR team members.
- Liaise internally and with our contractor representatives to ensure all event arrangements are well-planned and promotional information is widely shared, to publicise the events and update NJR files and NJR communication channels with event papers and presentations post-event.

(Criteria below will be assessed through application form/ interview and test)

	Essential criteria	Desirable criteria
Knowledge and experience	<p>Degree or equivalent level experience, preferably in a relevant subject.</p> <p>An interest in learning about why and how registries operate and how they communicate with associated stakeholders.</p> <p>At least five years' communication related work experience, managing projects to agreed plans with some responsibility for associated administrative tasks.</p> <p>Good experience of using the Microsoft Office suite.</p>	<p>Some knowledge of the health sector and why registries exist.</p> <p>Experience of liaising with printers and suppliers for materials and merchandise.</p> <p>Experience of working on corporate reports, newsletters alongside and understanding and interest in how print design is merging with interactive platforms. Knowledge of design/communications software eg. InDesign, Canva, Photoshop.</p> <p>Experience of working with Boards and Committees, ideally with some experience of taking minutes.</p>
Skills, aptitudes and abilities	<p>Good level of self-motivation.</p> <p>Excellent organisational skills with the ability to prioritise and proactively manage multiple tasks and work in an occasionally busy environment, delivering on time and to budget.</p> <p>Good judgement to achieve optimum outcomes and know when to refer upwards and to specialists on more complex issues.</p> <p>Excellent communication skills - written and verbal, close attention to detail.</p> <p>Experience of working across a team diplomatically, alongside ability to work individually.</p> <p>Sensitivity and empathetic approach, as will be working with patients occasionally.</p>	<p>Experience of using a website Content Management System (CMS) for website management, especially WordPress.</p> <p>Experience of using a CRM Database for stakeholder engagement and communication activity.</p> <p>Experience of managing public-facing social media channels.</p>
Other	<p>Happy working within small team.</p> <p>Comfortable with travel to meetings, mostly in London.</p> <p>Ability to represent NJR with professionalism and tact.</p> <p>Comfortable with working with people at all levels.</p>	<p>Previous experience in a similar communications manager or support role would be an advantage.</p>