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**JOB DESCRIPTION**

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| **Job Title:** | **Executive Assistant to the NJR Director of Operations**  |
| **Reporting to:** | **Director of Operations- NJR (DoO)** |
| **Salary:** | **c£32.3k** |
| **Contract type:** | **Permanent** |
| **Hours:** | **37.5 hours per week** |
| **Location** | **Central London with occasional travel** |

**About HQIP**

The Healthcare Quality Improvement Partnership (HQIP) - a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices - holds the contract with NHS England for the management of the National Clinical Audit and Patient Outcomes programme in England and Wales. HQIP works in partnership with patients and healthcare professionals to influence and improve healthcare practice at all levels.

The NJR is hosted by HQIP which is responsible for NJR’s compliance with the necessary legal and statutory frameworks. The NJR management team is based at HQIP.

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

**About the National Joint Registry**

Established in 2002, the National Joint Registry for England, Wales, Northern Ireland, the Isle of Man and Guernsey (NJR) 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 the NHS and independent healthcare sector. With over 3 million records, it is the largest arthroplasty register in the world and one of the most influential healthcare registries in the world which plays a significantly central role internationally. Data from the Registry is in high demand.

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.

**Management of the NJR**

The NJR Steering Committee [NJRSC] is responsible for overseeing the work and strategic direction of the NJR and is formally classified as a ‘NHS England Expert Committee’. The NJRSC meets quarterly and minutes are formally published on the NJR web site.

The NJRSC Chairman reports to the NHS England Medical Director. The Chairman and members are formally appointed. Recruitment is overseen by the NJR management team and appointments are approved by the NHS England Medical Director. Members are subject to annual appraisal by the NJRSC Chairman.

The NJR also directly appoints and oversees a network of Regional Clinical Coordinators [RCC]-Orthopaedic surgeons who act as local champions for the NJR.

A number of NJRSC Sub-committees oversee the major NJR work areas. There are currently ten standing sub-committees which support the work of the NJRSC. ***1) Executive Committee, 2) Medical Advisory Committee, 3) Editorial Board, 4) Surgical Performance Committee, 5) Implant Performance Committee, 6) Implant Scrutiny Group 7) Data Quality Committee , 8) Regional Clinical Coordinators Committee 9) Research Committee and 10) Data Access Review Group.***

In addition, ad hoc working groups are convened for the purpose of specific projects and vary in number dependent on necessity and activity. Currently in operation are the ***a****)* ***Component Database Development Group, b) NJR PROMs Working Group and (c) Minimum Dataset Working Group***

Core NJR services are managed under two separate NJR contracts responsible for: a) data collection and management [Lot 1: Northgate Public Services and b) statistical support, analysis, and research. [Lot 2: University of Bristol]

The NJR management team at HQIP manages and monitors the NJR contracts; NJR strategic and annual planning activity all associated operational issues and supports the work of the NJRSC and all its sub-committees. The team works closely with all the relevant orthopedic professional societies.

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

**JOB PURPOSE SUMMARY**

This is a vital post providing high-level executive support to the NJR Director of Operations (DoO) as well as occasional support as required to the Deputy Director of Operations, Associate Director for Operations and Contracts and Associate Director for Performance and Business Planning.

The main purpose of the role is to support the DoO on a day to day basis and assist in the coordination and support of the overarching NJR Steering Committee (NJRSC) and a further two key NJRSC subcommittees: *a. NJR Executive Committee [NJREC] and b. NJR Medical Committee [MAC].*

The committees areresponsible for important areas of the NJR’s strategic and operational activity. The post holder may also be required to provide support and cover to other NJR Sub committees.

On behalf of the DoO, the post holder will interface with all NJR Sub Committee Chairmen, Specialist Society Presidents, senior managers, clinicians, NJRSC members, NJR contractors and key stakeholders, often being the first point of contact to the NJR management office.The ideal candidate for this role will have excellent PA/Executive Assistant and secretariat experience gained servicing formal committees or boards; strong communication and interpersonal skills to deal with stakeholders and able to work to tight deadlines within a busy pressured office environment.

This responsible role will suit an experienced professional with excellent organisational skills, a levelheaded calm approach and a confident, positive and friendly personality.

**Key working relationships:**

**Internal**: NJR Director of Operations, NJR Deputy Director of Operations, NJR Associate Director for Communications and Stakeholder Engagement, NJR Associate Director - Operations and Contracts, NJR Associate Director –Performance and Business development, NJR Manager for Research & Governance, NJR Design and Communications Manager and the NJR Team Admin Assistant.

**External**: Members of NJR Steering Committee and NJR Sub -committees, NJR Contractors, HQIP Finance Department, regulatory bodies, key NJR stakeholders, British Orthopaedic Association, Specialist societies, clinicians, patients.

**KEY RESPONSIBILITIES**

**PA support to the NJR Director of Operations**

Provision of solid administrative and project management support to include:

* Extensive high quality diary management, with special attention to multiple commitments and agendas affecting the DoO including scheduling, organising, and co-ordinating meetings and maintaining an up to date “bring forward system”.
* Communicating directly, and on behalf of the DoO, with internal staff, Committee Chairs and members. This includes e-mail management along with researching, prioritising, and following up on issues and concerns addressed to the DoO, determining appropriate course of action, referral or response.
* Document preparation to include creating and collating presentation material, reports and daily business correspondence and support for meetings;
* Managing and submitting expenses, including arranging signature and submission of invoices, logging venue documentation and agency invoices.
* Organising travel and hotel arrangements as well as itineraries for the DoO, ensuring adherence to the HQIP expense policy.
* Dealing with day-to-day issues on behalf of the DoO providing regular briefings and progress reports.
* To provide support to the DoO liaising with NJR team members as required
* Maintain accurate NJR files and records;
* Proactively identify and quickly understand complex issues and manage competing priorities to ensure all work is delivered on time and to a high standard.
* Focus on delivering measurable results, reporting and being accountable to the DoO.

**Secretariat support to the NJR Steering Committee; Executive Committee; and Medical Committee**

Support the governance of the NJRSC specifically

* On behalf of the DoO, work with the Deputy Director of Operations (DDO), Associate Director for Operations and Contracts (ADOC) and Associate Director for Performance and Business Planning (ADPB) to follow up committee meetings, prepare and circulate papers, draft agendas, collate supporting reports and documents and produce concise and accurate formal minutes.
* On behalf of the DoO, schedule meetings liaising regularly with the NJRSC Chairman, NJR Medical Director and committee members as necessary.
* Maintain NJREC and MAC committee action logs and the NJRSC business update, ensuring delivery of actions through liaison and follow-up with responsible officers, bringing any issues to the attention of the DDO and ADOC.
* Handle enquiries and related matters on behalf of the DoO, dealing promptly or referring appropriately for action;
* Coordinate meeting venues and arrangements, room bookings, equipment, catering and costs;
* Organize and maintain meeting schedules for committees.
* Support Committee Chairmen and DoO drafting relevant committee information.
* Working with the ADOC, maintain and monitor an NJRSC member ‘Term of office’ schedule and personal HR files and assist the DoO and NJRSC Chairman with succession planning activity;
* In liaison with the ADOC and relevant contacts within NHS England, support the appointment and re-appointment process for new NJRSC and RCC membership and organise annual appraisals for NJRSC and RCC members.

**Other**

* Dealing with ad-hoc queries from the NJR Management Team and external queries/issues.
* Work closely with NJR colleagues to ensure coordination and an integrated team approach to DoO activities.
* Build and foster relationships with NJR stakeholders including Professional bodies; clinicians; patients; senior officials; counterparts in intergovernmental organisations; specialist societies; representatives of the wider healthcare system and, representatives of the private sector coordinating with key stakeholders to maximize effective working,
* Support any special projects as directed by the DoO, which may include conducting research for information, compilation of documentation for meetings and travel, planning and logistics for meetings, proofreading, etc.
* Prioritising conflicting needs handling matters quickly and proactively, and following-through on projects to successful completion, often with deadline pressures.

This is an outline of the tasks, responsibilities and outcomes required of the role. The post holder will undertake other duties as required commensurate with the responsibilities of the position. The job description and person specification may be reviewed on an ongoing basis with the changing needs of the organisation.

 **PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education and training** | * Graduate caliber with at least 3-5 years relevant experience within area of responsibility.
* Confident user of Microsoft Office, Especially Word, Excel and PowerPoint
* Proactive in identifying tasks to be undertaken with a capacity to exercise independent judgement.
 | * Minute taking qualification
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| **Knowledge and experience** | * Previous PA experience providing executive support and diary management at senior level
* Manages own time in a manner that maintains and promotes high quality.
* Able to work independently within a clear framework of procedures and processes.
* Proactive in identifying tasks to be undertaken with a capacity to exercise independent judgement
* Good knowledge of protocols, processes and activities within area of responsibility
 | * Good Knowledge and understanding of supporting committees and Boards.
* Experience in an NHS and/or Charity environment
* An understanding of health services and how the NHS is organised
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| **Skills, aptitudes and abilities** | * Excellent Interpersonal skills, including tact and assertiveness,
* Confidence working with a wide range of people including senior executives
* The ability to communicate at all levels in the complex environment.
* Highly organised, methodical and structured in approach to work planning
* Meticulous attention to detail and record keeping.
* Self-starter, able to work with a fair degree of autonomy and with discretion.
* Strong verbal and written communication skills including a demonstrable track record of accurate minute taking at executive board level.
* Ability to stay calm and work under pressure and strict deadlines, with the ability to manage competing priorities and conflicting demands.
* Demonstrable track record of getting things done.
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|  | * Travel outside London (as and when required)
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**Updated 06 November 2019**