

**JOB DESCRIPTION**

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| **Job Title:** | **Core Business Support Officer** |
| **Reporting to:** | **Executive Support and Infrastructure Manager** |
| **Salary and scale:** | HQIP Band E (£25,500-£34,500)  **Circa £30K** |
| **Contract type:** | Permanent |
| **Hours:** | 1WTE |

**About us**

The Healthcare Quality Improvement Partnership (HQIP) is an independent organisation established to promote quality in healthcare and in particular to increase the impact that clinical audit has on health care improvement. We manage NHS clinical work programmes on behalf of NHS England and other devolved nations. This includes the National Clinical Audit & Patient Outcome Programme (NCAPOP) which consists of over forty National Clinical Audits and clinical outcome review programmes. We are supported by three parent organisations: the Academy of Medical Royal Colleges, The Royal College of Nursing and National Voices.

Our work focuses on the following key strategic areas:

* using best management and procurement practice, we commission, manage, support and promote national and local programmes of quality improvement. This includes the National and Local clinical audit programmes, the Clinical Outcome Review Programmes and the National Joint Registry on behalf of NHS England and other healthcare departments and organisations
* we encourage wide use of robust data for quality improvement of care, offering patient choice, promoting patient safety, supporting revalidation and service accreditation, commissioning, service redesign, and research
* we inform and influence national healthcare policy by effectively communicating our work and that of our partners
* we support healthcare professionals to review and improve their practice by providing opportunities to share best practice
* we ensure that patients and carers are at the heart of our work through continued, strategic involvement in all relevant processes and projects.

To ensure its success HQIPwill take full advantage of the connections and influence of the consortium partners to:

* promote engagement in clinical audit and quality improvement initiatives by healthcare professionals of all disciplines and specialties;
* create national and local partnerships between clinicians and patients/service users to optimise the impact of clinical audit;
* support local audit staff and create seamless links between national and local audit;
* foster active dissemination and implementation of audit results;
* ensure that evidence about participation in audit, and the results of audit, are used for secondary purposes, including for the revalidation of healthcare professionals;
* encourage audit in areas of low activity and links with audits outside of the NCAPOP framework;
* engage all relevant stakeholders;
* develop and extend the work of the new organisation to make it a permanent feature of the landscape of healthcare quality regardless of the future of central funding of national clinical audit.

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

**Purpose of the position**

The post holder will:

* provide day-to-day administrative support to the CORE team, maintaining working relationships with a variety of stakeholders both internal and external to the organisation. The post holder will work with minimal supervision and be expected to work flexibly as part of a multi-disciplinary team providing a wide range of specific administrative duties.
* support the HQIP data access request service (DARG). This service manages applications to access data from the programmes HQIP commissions and ensures that requests to access data are processed in line with the Data Protection Act 2018, UK GDPR and other relevant legislation. The post holder will log and review applications for the sharing of data for secondary purposes such as research or other uses outside the remit of the audit or clinical outcome review programme for which the data was collected. This will involve engaging with external applicants to ensure that queries are responded to and clarifications are addressed.

* Undertake project support for short, medium and long-term activities, responding to information requests and other tasks, which will involve meeting tight deadlines. This will include assisting and working closely with members of the project team(s), supporting elements of projects as directed by the relevant lead for business services or project manager; maintaining project plans; supporting the provision of management information; and participating in working groups.

This role will be under the overall direction of the Executive Support and Infrastructure Manager and, where required, engagement with specific projects will be managed operationally by the area in which the project is placed.

**Responsibilities and duties**

The below is an outline of the tasks, responsibilities and outcomes required of the role. The post-holder will carry out any other duties as may reasonably be required by their line manager depending on the teams’ operational objectives.

**Provision of cross-functional administrative services and operational support:**

* Provide comprehensive administrative support to include but not limited to electronic filing, archiving, e-mail activity, processing expenses and meeting invoices, support with diary management, arrange ad hoc meetings as required, sorting HQIP incoming mail, organising couriers, coordinating distribution of IT equipment and access to the company’s storage facility
* Communicate and engage effectively with a range of people, including internal and external staff and stakeholders. This will include dealing with stakeholder enquiries promptly and courteously by e-mail or telephone, referring to the relevant lead where appropriate
* Responsible for the organisation of meetings and events and production of reports, papers, minutes and meetings notes as required. This will include providing secretariat support to CORE team and All Staff Meeting and other internal meetings and networks (such as Data Access Request Group and IG Executive meetings) as relevant to responsibilities
* Work reciprocally with other administrative support posts within HQIP
* Provide cover as directed by line manager for other members of the team in their absence and assist with their workloads as necessary
* Other business support tasks as identified by the office manager

**Procurement support and coordination**

* + Undertake invoice reconciliation for the NCAPOP programme in conjunction with HQIP Head of Finance and arrange sign off by HQIP CEO

**Audit Data for Improvement (ADI)**

* Provide secretariat services to the ADI Exec
* Support management of the National Clinical Audit Benchmarking (NCAB) project:
* Coordinate internal and external stakeholders meetings

**Information Governance (IG)**

* Provide administrative support to IG Meetings (IG Executive Group and IG Advisory Group (IGAG) and any other ad hoc meetings). This will include arranging meetings, producing papers and capturing notes and actions
* Support the effective management of the Data Access Request (DARG) process with supervision from the IG Lead. This will include:
  + Serving as first point of contact for DARG related queries
  + Logging and undertaking detailed reviews of received applications
  + Liaising with external applicants, HQIP data providers and internal HQIP staff (by e-mail, telephone and video-conferencing calls) to respond to queries and clarifications to progress applications to an acceptable standard that they can be approved
  + Maintaining accurate records of applications and correspondence
  + Running data reports and extracting information that demonstrates the effective functioning of the DARG service
* Monitor the Data Sharing inbox on a daily basis
* Work closely with the IG Lead to handle urgent IG queries
* Provide a range of administrative assistance to the IG function, as and when may be requested by the IG Lead or the Data Protection Officer

**Generic**

* Adhere to and comply with the provisions of HQIP’s Health and Safety Policy and undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities, data protection legislation and information governance best practice
* Any other duties as may be reasonably expected and which are commensurate with the level of the post
* To identify personal development needs and set out how these will be met in a personal development plan
* The post is home-based. Some travel to meetings and events will also be required

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| **PERSON SPECIFICATION** | | | |
|  | **Essential** | **Desirable** | **Assessed through**  **A – application form**  **I – Interview**  **T – Assessment Test** |
| **Knowledge, skills and experience**  Qualifications, experience, knowledge – breadth vs depth, specialist or generalist | * Accurate, able to work to tight deadlines and to prioritise between conflicting demands to ensure delivery targets are met * Able to adapt to change   Efficient  Has administrative experience  Proficient with MS suite – in particular MS word and excel (need to be able create new excel reports / logs, manipulate data and information, extract information and run reports) | * Experience of working in healthcare or within the public/charity sector * Experience of arranging complex meetings with senior members of other organisations * Previous business support work * Basic understanding of Information Governance concepts and data protection principles   Experience of working with MS access | A, I |
| **Scope of responsibility / accountability**  Breadth and level of responsibility, strategic input | Detailed approach to work and able to work within a framework to complete tasks to a very high and accurate standard   * Ability to negotiate and influence, including ability to say ‘no’ |  | A, I |
| **Autonomy**  Freedom to act, decision making, problem solving, judgement | * Work independently and flexibly, referring upwards on complex decisions * Highly self-motivated, confident, pro-active, and innovative |  | A, I |
| **Resource management**  People and budget responsibility | * Basic understanding of budget monitoring |  | A, I |
| **Interfaces**  Internal and external, routine vs relationship management | * Strong interpersonal skills including diplomacy and sensitivity * Excellent communication skills (verbally and written) and confident to liaise independently with a range of external and internal individual * Work constructively with colleagues and a range of stakeholders at all levels including senior clinicians and managers within the NHS and wider healthcare arena * The ability to manage relationships and collaborate effectively both internally and externally * Demonstrable success in establishing inter-agency and stakeholder relationships |  | A, I |
| **Physical**  **characteristics** | * Ability to work from home effectively * Flexibility to travel to Central London for occasional meetings and events |  | A |