

**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | **Project Manager - Audit Data for Improvement Programme** |
| **Reporting to:** | Associate Director, National Clinical Audit and Patient Outcomes Programme |
| **Salary and scale:** | Band D (£32,300 to £37,000 depending upon experience)  Pro rata depending upon experience |
| **Contract type:** | 1 years in the first instance |
| **Hours:** | 0.5 wte |

**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/>

The Audit Data for Improvement work stream at HQIP brings together a portfolio of projects in which HQIP collaborates with other national agencies to share the findings from our programme with other initiatives that use health data to measure and improve services. It enables the results to reach a wider range of audiences, and to be used alongside other relevant data to enhance impact on healthcare quality.

**Purpose of the position**

The post holder will:

* provide day-to-day advice, co ordination support and project management to the Audit Data for Improvement (ADI) programme of projects and team, maintaining working relationships with a variety of stakeholders both internal and external to the organisation. The programme comprises:
  + Supporting and liaising with the CQC in their use of NCAPOP data for CQC functions
  + [National Clinical Audit Benchmarking (NCAB) project](https://www.hqip.org.uk/national-programmes/clinical-audit-benchmarking/#.YeAC_v7P270)
  + Model Health System integration of CQC/NCAB data
  + HQIPs role in the steering group of National Clinical Indicator Programme
  + [GIRFT](https://www.gettingitrightfirsttime.co.uk/) initiatives that involve the use of NCAPOP data
  + NCAPOP programme-level [Outlier policy](https://www.hqip.org.uk/outlier-management-for-national-clinical-audits/) and management
* work with minimal supervision and be expected to work flexibly and collaboratively as part of a multi-disciplinary team providing a wide range of specific project duties.

* 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; maintaining project plans; supporting the provision of management information; and participating in working groups.

Work confidently with senior clinicians and health data experts across a range of organisations including CQC, NHS England and Improvement, and NCAPOP provider organisations in Medical Royal Colleges, Universities etc.

This role will be under the overall direction of the Associate Director (NCAPOP) 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/functions operational objectives.

**Audit Data for Improvement (ADI)**

* Facilitate the monthly internal HQIP ADI Executive to provide effective governance and problem solving to the programme
* Project manage the ADI programme:
* Manage stakeholder engagement and input to include, but not limited to, Clinical leads, CQC, NCAPOP team and Audit Providers
* 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 various media referring to the relevant lead where appropriate
* Manage Project trackers and process documents jointly with key stakeholders
* Problem solving to include internal and external stakeholders as relevant
* Coordinate and quality assure the integration and publication of data onto the NCAB platform
* Working with HQIP Communications colleagues, monitor and report on ADI data-use statistics
* Coordinate internal and external stakeholders meetings and resultant notes and papers
* Liaise with NCAPOP provider organisations and other national stakeholders in the case of the reporting of outliers
* Escalate issues and risks as appropriate, generate contingency plans and make recommendations as required

**Other work streams**

Potential areas of work, depending on organisational need and available capacity, include the development and implementation of:

* New business projects and feasibility studies
* Projects related to information and reporting – for example
  + HQIP’s project information system in Podio
  + Project metadata flows to the Health Data Research Innovation Gateway

**Generic**

* Adhere and comply with the provisions of the 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.
* Deliver any other duties as may be reasonably expected and which are commensurate with the level of the post.
* Identify personal development needs and set out how these will be met in a personal development plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **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 | * Educated to degree level or equivalent * Accurate and able to work to tight deadlines and to prioritise between conflicting demands to ensure delivery targets are met. * Ability to negotiate and influence, including ability to say ‘no’. * Able to adapt to change. * Working knowledge of project management methods * Confidence and technical competence using Excel | * Degree qualification or equivalent experience in health related and / or data science or management or similar * Experience of working in a multi professional team * Experience of working in healthcare or within the public/charity sector. * Experience of arranging complex meetings with senior members of other organisations. * Previous programme support work * Confidence and competence using Wordpress or equivalent publishing software * Experience in data manipulation and data management | A, I |
| **Scope of responsibility / accountability**  Breadth and level of responsibility, strategic input | * Experienced in acting as subject matter expert, setting project requirements and monitoring delivery. * Confident in identifying when senior team guidance is required * Experienced in regular and ad-hoc reporting on progress to internal and external stakeholders | * Ability to think strategically and identify opportunities to enhance project success | 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 effective team working, diplomacy and sensitivity. * Demonstrable experience and skills in working constructively with a range of stakeholders and senior subject experts. * The ability to manage relationships and collaborate effectively both internally and externally. * Demonstrable success in establishing inter-agency and stakeholder relationships. |  | A, I |