

**JOB DESCRIPTION**

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| **Job Title:** | **Communications Manager, NJR** |
| **Reporting to:** | **Associate Director of Communications and**  **Stakeholder Engagement** |
| **Salary and scale:** | **D - Circa £33-35,000 (Dependent on experience)** |
| **Contract type:** | **Permanent** |
| **Hours:** | **37.5 hours per week** |
| **Location** | **Central London, with occasional London travel** |

## About the National Joint Registry (NJR)

Established in 2002, the 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 NHS trusts and independent healthcare sector. With around 3.5 million records, the NJR is the one of the largest and most influential orthopaedic registers 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 help to improve the quality of outcomes and ensure the cost-effectiveness of joint replacement surgery, the NJR monitors and reports on the performance outcomes of orthopaedic implants, hospitals and orthopaedic procedures, 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, 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’s Steering Committee (NJRSC) oversees its strategic direction, operational activity and monitors the annual budget. The NJRSC is an NHS England (NHS E/I) ‘Expert Committee’. The NJR formal links into NHSE/I have been delegated to the NHSEI Medical Directorate who have ownership of the NJR and oversight of funding arrangements. HQIP hosts the NJR under delegated authority from NHSEI with responsibility for NJRs compliance with necessary legal and statutory frameworks. Nine NJRSC sub-committees oversee key NJR areas of work and their Chairs report into the NJR Steering Committee as members.

The NJR core services are managed under two key contracts held with: NEC SWS, for the collection and management of data; 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 responsible for overall 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, whom are also represented across the NJRSC and sub-committees.

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

**Job purpose summary**

The role of NJR’s Communication Manager is key for effective NJR communication activity and the post holder will be a key member of the NJR management 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 communication 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; developing and updating the website using our WordPress CMS; drafting templates and content for press, newsletters; social media management; alongside stakeholder engagement administration using the CRM.

Additionally taking responsibility for some NJR committee meeting activities, such as: organising dates, attending and writing minutes at NJR Editorial Committee meetings, taking the lead from and liaising closely with the Associate Director with responsibility for this work.

**Key working relationships**

Interacting with the Associate Director of Communications and Stakeholder Relations for direct line-management and with other members of the NJR team for collaboration, support and relevant resources and content, to enable us to effectively communicate and deliver on a wide 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 external contractors who will be delivering activity on behalf of the NJR.

**External:** Liaison with press/ media, event staff, designers, printers and other suppliers, members of committees, specialist societies, patients within NJR’s network. Liaison with suppliers and printers to enable best prices and practice in the creation and delivery of NJR promotional 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 relevant, providing information to associated parties and committees on work developments and on budget and timelines.
* To manage the development of content for publications 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, images 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/ any 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 CRM stakeholder activity 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/ video conferencing facilities; managing associated invoicing and ensuring 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; to also deputise for the Associate Director of Communications and Stakeholder Engagement in their absence.
* Update all the NJR Editorial Committee files and action log, with input from the AD Comms.

**4. Wider Communication Activity**

* Manage flow of engagement activity with stakeholders and the public through social media and other various agreed 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 approved. Consider potential NJR digital development in all areas of work.
* Manage agreed parts of the NJR Annual Report Editorial Board content generating, production, layout and communication process.
* 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 CV/ application form and interview)**

**Candidate specification**

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