

**JOB DESCRIPTION**

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| **Job Title:** | **Project Manager Subscriptions and Quality Accounts** |
| **Reporting to:** | Senior project manager, NCAPOP |
| **Salary and scale:** | D grade  Salary circa £37,000 (pro rata and depending upon experience) |
| **Contract type:** | Fixed term contract for 18 months |
| **Hours:** | 18.75 hours per week (0.5 FTE) |

**About us**

The Healthcare Quality Improvement Partnership (HQIP) is an independent not for profit organisation led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing. HQIP commissions and manages NHS clinical work programmes on behalf of NHS England and the Welsh Government. HQIP works in partnership with patients and healthcare professionals to influence and improve healthcare practice at all levels.

**Our vision**

HQIP aims to improve health outcomes by enabling those who commission, deliver and receive healthcare to measure and improve our healthcare services.

**The National Clinical Audit and Patient Outcome Programme (NCAPOP)**

The NCAPOP is a set of around 40 national clinical audits (NCA) and clinical outcome review programmes (CORP) which measure the quality and outcomes from healthcare practice against explicit standards, and provide reports designed to stimulate improvements in care.

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

**JOB PURPOSE SUMMARY**

The project manager is responsible for project managing the NCAPOP Quality Accounts, the collection of NCAPOP subscriptions and maintaining The Directory (a repository of information about national clinical audit projects). In addition there will be a small number of ad hoc projects across NCAPOP and HQIP new business development initiatives.

**Specific projects**

The post holder’s primary duties will be to project manage and take responsibility for the NCAPOP quality accounts, subscriptions and maintaining The Directory. They will be expected to plan their own workload, work with a degree of autonomy and flexibility and proactively report progress to senior colleagues. They will take responsibility for the production and implementation of project plans, action tasks and escalate risks / issues as required, and take ownership of sections of the NCAPOP website. The primary projects will vary in line with organizational need and currently include:

**National annual NCAPOP trust subscription funding:**

Project manage subscriptions with the aim of achieving 100% subscription payments by:

* Working with the funders (i.e. NHSEI) to agree all subscription processes and when these should be triggered, ensuring NHSEI sign-off relevant subscription notifications
* Developing and updating internal NCAPOP subscription processes in line with national changes
* Leading, planning, managing, coordinating and implementing the agreed processes for the collection of NCAPOP subscription money from all NHSE trusts
* Writing draft templates and follow-up letters
* Leading the issuing of letters to trusts outlining the national subscriptions requirements
* Liaising with the HQIP finance dept, tracking income and following up trusts purchase orders / invoices
* Liaising with trust finance depts., trust Directors and where necessary trust CEOs in order to facilitate trust payment of the annual national subscription funding
* Answering trust queries about subscription funding
* Screening and evaluating risk, trouble shooting and escalating high risks
* Investigating, gathering information and escalating subscription debtors and trusts that challenge payments to the NCAPOP director of operations and the finance team
* Maintaining all subscription audit trails
* Maintaining the subscriptions section of the HQIP website to ensure it is updated and the content contemporaneous and accurate.

**Quality accounts (QA):**

Project manage the quality account ‘NCAPOP’ list by:

* On behalf of NHSEI, surveying all national audits (both NCAPOP and non-NCAPOP) to ascertain the fit to the inclusions / exclusion criteria for submission to the quality account list.
* Leading, managing, designing, coordinating, disseminating, collating and synthesizing the quality account survey completion and interpretation
* Planning timelines
* Liaising the preliminary survey results with NHSEI for ratification
* After NHSEI sign-off, compile and publish the NHS England’s Quality Accounts List
* Act as the sole recipient of all Trust QA enquiries and take responsibility for managing responses and issue resolution.

**The HQIP Directory:**

The Directory is a central publicly available repository of information about national audit projects. The project manager will maintain The Directory by:

* Leading, managing and coordinating the information requirements of the HQIP Directory of National clinical audit and enquiries
* Surveying audit providers twice annually, across N=~100 audits for information used to populate The Directory
* Cleaning, quality assuring, collating and compiling The Directory with the responses received.

**Other potential areas may include (depending upon workload):**

* Supporting key projects related to HQIP new business development activity
* Provide routine programme wide or ad-hoc support and coordination across the team as required
* Organisation-wide adherence to new legislative requirements such as information governance
* Highlighting risks / issues and communicating information to relevant NCAPOP project managers or team members

**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.
* Any other duties as may be reasonably expected and which are commensurate with the level of the post

**Person Specification**

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|  | Essential | Desirable | Tested through  **A – Application**  **I – Interview**  **S – Assessment** |
| Qualifications | GCSEs (A\*-C) in English and Mathematics and two or more good A-Levels (A-C) or equivalent qualifications or experience. | Undergraduate degree  Project management experience. | A |
| Knowledge skills and  expertise | Experience of administration within a busy office environment and working to several members of staff  Work independently, flexibly and with a level of autonomy across a programme of activity  Takes a proactive, focused and structured approach to work with attention to detail, a high degree of accuracy, able to work to tight deadlines and to prioritise own workload  Strong interpersonal skills including diplomacy and sensitivity | Experience of working in healthcare or within the public/charity sector.  Experience of taking responsibility for the delivery and completion of internal projects | A, I |
|  | Proficient in MS Office packages, in particular Outlook, Word and Excel (intermediate). Ability to mail merge.  Good verbal and written communication skills, produces effective straightforward and routine written communications, both internally and externally  Ability to pick up tasks and build constructive working relationships quickly  Ability to work off own initiative as well as part of a team. Understands the need to prioritise and manage time to achieve tasks  Takes pride in work and is personally motivated to achieve high quality standards  Maintains high service standards and keeps stakeholders and colleagues informed, as appropriate  Experience of maintaining activity tracking sheets | Accustomed to working with a wide range of people  Experience of high level diary management  Experience of website management | A, I, S |