

**JOB DESCRIPTION**

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| **Job Title:**  | **NJR Management Team Business Support Officer** |
| **Reporting to:**  | **Associate Director for Operations and Contract Management,**  |
| **Accountable to:** |  **NJR Deputy Director of Operations** |
| **Salary and scale:** | **£25,029 -35,075 (expected to appoint at circa £28,000)** **(Starting salary dependent on skills and experience)** |
| **Contract type:** |  **Permanent** |
| **Hours:**  |  **37.5 hours per week** |
| **Location** |  **Remote, home-based with occasional travel**  |

**About us**

The National Joint Registry (NJR) collects information on hip, knee, ankle, elbow and shoulder joint replacement surgery and monitors the performance outcomes of joint replacement medical device implants, as well as surgical and hospital performance. Described as a global exemplar of an implantable medical device registry, the NJR, which covers England, Wales, Northern Ireland, the Isle of Man, and Guernsey, continues to be the largest orthopaedic registry globally and one of the most influential healthcare registries in the world, now with over 3.7 million procedure records submitted.

The key 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 the value of joint replacement surgery, we monitor and report on outcomes on orthopaedic implants, hospitals and surgeons and we work across both the NHS and independent healthcare sector.

We are hosted by the Healthcare Quality Improvement Partnership (HQIP) and overseen by a Steering Committee (NJRSC), which is designated as an NHS England (NHSE) ‘Expert Committee’ and is responsible for overseeing the strategic direction of the NJR. There are currently eight NJR sub-committees, which support the work of the NJRSC: the Executive, Medical Advisory, Editorial, Surgeon Performance, Implant Scrutiny, Data Quality, Regional Clinical Coordinators and Research Committees. In addition, ad hoc working groups are convened for the purpose of specific projects and workstreams and vary in number at any one time, dependent on activity.

The NJR’s core services are managed under two main contracts; Lot 1 for the collection and management of data and technology and Lot 2 for the provision of statistical support and analysis of data. This work supports NJR outcome monitoring, research activity and the production of NJR publications. The NJR also enables and supports wider orthopaedic-related research.

The NJR management team [NJRMT], led by the Director of Operations is hosted by HQIP, and oversees the day-to-day operational management and development of the NJR’s work programme, supporting the NJRSC in providing governance and strategic oversight of the registry including all it sub-committees, and monitoring the NJR contracts.

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

**Purpose of the position**

The Team Business Support Officer sits at the heart of the NJRMTs support structure and is involved in different areas of the team’s work, maintaining effective administrative systems across the organisation. This is a vital support role and a key member of the team, contributing to the smooth running of the organisation. It is a varied and challenging position, operating within a busy and fast paced environment.

The postholder will have responsibility for supporting members of the team as required in various administrative capacities, such as meeting organisation, managing subscriptions, assisting with the preparation of regular updates and activities, attendance at and minuting meetings, assisting comms and business planning activities, as well as standard team administration.

The Team Business Support Officer will report directly to the Associate Director for Operations and Contract Management, but will also be assigned work from other team members.

**Key working relationships**

**Internal:** NJR Director of Operations, NJR Deputy Director of Operations, NJR Associate Director of Communication and Stakeholder Engagement, NJR Associate Director of Performance and Business Planning, NJR Communication and Design Manager, Executive Assistant to the Director of Operations, NJR management team members.

**External:** Members of NJR Steering Committee, NJR cub-committees, NJR contractors, HQIP Finance Department, suppliers of services.

**Key responsibilities and duties**

**1. Team Support and General Administration**

* Provide effective administrative support to managers and team members, maintaining and developing as appropriate, efficient administration systems and processes, to ensure the smooth and effective running and coordination of the team activity and workstreams etc.
* Act as a first point of contact for enquiries to the team, responding to incoming communication, requests and queries, both telephone and email, redirecting to members of the team as necessary and/or arranging for enquiries to be dealt with appropriately.
* Support members of the team with administrative duties as required to maintain efficient electronic filing systems, archiving, creating and updating work-related documentation and proofreading.
* Provide general administrative support to ensure files, processes, procedures and records are kept in appropriate order and to continually improve standard processes.
* Maintain NJR records, filing, updating and maintaining electronic logs, registers and databases as required.
* Provide prompt accurate processing of emails, letters, reports, minutes, and other tasks and activities as required, including preparation of materials or presentations using PowerPoint, Word and Excel.
* Support regular and ad hoc meetings, taking minutes and/or actions as and when required.
* Responsible for access to the team Zoom account and Zoom support, booking meetings and/or sending out invites on behalf of the team.
* Assist with organising team meetings, workshops or events at external workspaces, dealing with related logistics.
* Carry out appropriate research using the Internet as required.
* Deputise for the Director of Operations’ EA when needed, across the full scale of the role, including, but not restricted to, managing the Director’s diary, providing committee secretariat support, finalising external meeting plans, and liaison with members and committee chairs and other stakeholders, as necessary.

**2. Meeting Administration**

* Organise, attend and minute regular and ad hoc meetings, which occasionally contain complex and technical information, to a high standard. Meetings may be virtual or face-to-face.
* Update the NJR committee action log.
* Support the meeting administration and logistics process, liaising with venues to ensure appropriate rooms are booked, along with audio-visual /conferencing equipment and refreshments. Meeting administration to include follow-up work and relevant recording in Zoom/teams.
* Review and reconcile room booking contracts and invoices, liaising with committee leads within the team and obtain the necessary approvals for payment.
* Maintain the team’s yearly meeting schedule, updating with invoice payments, contracts and/or changes.
* Deal with committee documentation, logs and filing as required.
* Provide a flexible resource, across all areas of the NJRMT, assisting with ad hoc pieces of work as required.
* Assist with the annual committee meeting scheduling.
* Update action logs as requested.

**3. Operations and Contracts**

* Support the Associate Director for Operations and Contract Management, to maintain core contract and individual project files, or logs, as required.
* Assist in maintaining, managing and updating the ongoing cycles of NJR subscription payments, consulting with HQIP Finance, Lot 1 NJR contractor and NHS trusts and independent hospitals, to ensure prompt payment and process of action and communicate updates.
* Support ad hoc workstreams as required.

**4. Performance, Business Planning and Research**

* Support the Operations Manager, Performance and Business Planning, with sending and recording of correspondence with surgeons and hospitals, to include sourcing of email addresses, preparing letters, emailing correspondence and filing letters and responses on the file server and Outlier Management System.
* Provide administrative support to the Associate Director of Performance and Business Planning, dealing with mailouts and mail merges.
* Provide administrative support in respect of committee member recruitment and maintenance, including updating and maintaining, membership list and Terms of Reference, as required.
* Support committee membership through maintenance of related databases and registers such as the declarations of interest register and NJR contact database.
* Provide ad hoc support to the Research and Governance Programme Manager as required.

**5. Communication and Stakeholder Engagement**

* Review material published on the NJR website and other communication channels as requested, to ensure it is accurate and up to date.
* Provide project support for the facilitation to hospitals of the NJR Quality Data Provider scheme award certification.
* Provide occasional administrative support for editorial committee meetings and on some associated NJR Annual Report content development activity.
* Support the organisation of some NJR events and their associated materials and publications.
* Support the development and facilitation of ad hoc NJR communication initiatives across a range of stakeholders and activities.
* Provide project administrative support oversight for a range of activities, working with other NJR communication staff to enable shared status updates.
* Deputise for other communication team staff in their absence – full training will be provided in useof any relevant software. .

Job descriptions cannot be exhaustive and so the post holder may be required to undertake other duties which are broadly in line with the above key responsibilities.

**Candidate specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and experience** | Degree or equivalent level experience in a relevant subjectExperience and a good working knowledge of Microsoft Word, Excel and Outlook, Teams, Zoom.Demonstrable experience of working in an administrative/team support roleExperience of minute-takingExperience of working across a teamExperience working with minimal supervision | Experience and a good working knowledge of Microsoft PowerPoint Prior knowledge of the National Joint Registry, National Clinical Audits or NHSExperience of working with and supporting boards and committees Experience of using a Content Management System (CMS) for website management, especially WordPressExperience of using a CRM database for stakeholder engagement and communication activityExperience working in a remote environment |
| **Skills, aptitudes and abilities** | High degree of self-motivationExcellent organisational skillsAbility to prioritise and manage multiple tasks and work in a fast- paced environmentExcellent communication skills -written and verbalAbility to work individually and as part of a team.Meticulous with keen attention to detailGood judgement and conscientious approach demonstrably wishing to achieve optimum outcomes and knowing when to refer upwards as appropriate for more complex issues |  |
| **Other** | Able to travel to meetings in London (as and when required)  |  |

**January 2023**