****

**Job Description**

|  |  |
| --- | --- |
| **Job Title:**  | **Operations Manager – Operations and Contract Management (NJR)** |
| **Reporting to:**  | **NJR Associate Director, Operations & Contract Management**  |
| **Accountable to:** | **Deputy Director of Operations, NJR**  |
| **Responsible for:** | **N/A** |
| **Salary and scale:** |  **New appointments expected to be at circa £45,000** |
| **Contract type:** | **Permanent** |
| **Hours:**  |  **37.5 hours per week** |
| **Location** |  **Remote home working with occasional travel (expenses covered)**  |

**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**

This is a vital management role and the holder will be a key member of the NJR management team, contributing to the achievement of an effective and responsive NJR leadership office. This is a varied and challenging position, operating within a busy and fast paced environment.

The post holder will provide support monitoring the performance and operational delivery of NJR’s key contracts and individual projects. The post holder will assist the strategic development and programme management of NJR activity, monitoring and reporting progress and performance against KPIs and SLAs

Additionally, the post holder will be expected to provide support to NJR committees as necessary, working closely with the committee Chairs to ensure the efficient and adequate management of a number of operational issues and projects ,providing administration for committee meetings, taking forward actions, chasing progress and providing updates and support as required.

.

**Key working relationships**

**Internal:** NJR Director of Operations (DoO), 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, members of NJR sub-committees, NJR contractors, HQIP Finance Department, HQIP Procurement, suppliers of services.

**Responsibilities and duties**

**Contract and Project Management**

* To support the day-to-day operational delivery and management of activities related to contracts, projects and associated workstreams under the direction of the Associate Director for Operations and Contract Management (ADOC) working closely with the Deputy Director of Operations (DDO)and the Chairs of the NJR Sub-Committees.
* To develop and maintain detailed project plans, contract related financial spreadsheets for each relevant work-stream and monitor progress towards key milestones, the management of relevant project documentation, and the organisation of close down activities at project completion.
* To support operational contract performance management of projects , workstreams and serviced delivery against KPIs and maintain a detailed KPI log.
* To monitor expenditure against agreed budgets and agreed contract expenditure, monitoring invoices via the Approval Max payment system and maintain detailed financial records making the ADOC aware of any variances.
* To ensure agreed action is taken in accordance with the project plan and liaise closely with others within the NJR who have been tasked with actions.
* To co-ordinate the input of the NJR's contractors in delivery of the agreed projects.
* Liaise closely with key contract contacts to provide support and day to day operational administration of the contracts.
* To manage the contract review cycles including the processing of monitoring reports and arranging contract review meetings, preparing documentation for contract review meetings including the annual contract review ensuring the necessary review documentation is completed by the contractors.
* To support the processing and review of new change requests, business cases and contract variations to ensure value for money and benefit to the NJR.
* To assist the management and the monitoring of contract budgets and expenditure including milestone payments and work plans.
* To undertake user acceptance testing of new systems.
* To assist with the development and implementation of new processes as a result of work stream activities or service developments.
* Support contract variation activity including preparation for Procurement Executive meetings
* Ensure the ADOC is kept informed of progress of all projects and activity and made aware of contractual, managerial and technical issues that may arise.

**NJR Sub-Committees**

* To organise and attend Committee meetings as required, and be responsible for agendas, minutes and action lists arising out of the committees or any working groups or other meetings relating directly to the committee as required.
* To perform the day-to-day management of work-streams related to the NJR annual plan, arising from NJR committees, contractual deliverables and daily operational activity and ensure that objectives are met within the agreed timescales.
* To assist with operational and governance activities arising from the support of sub-committees.

**Operational Programme Delivery**

* To support the ADOC in undertaking day to day activities to support the achievement and delivery of the NJR strategic plan and business and financial objectives for the NJR
* Where necessary undertake the timely execution of relevant actions from the NJR Steering Committee and Sub-committees
* To contribute as required to the development of the work plan and key performance indicators for the NJR and their monitoring and reporting to the NJRSC.
* Highlight and report any risks that may arise from work streams to the ADOC.
* Take on specific projects as delegated by the ADOC or Deputy Director of Operations ensuring that targets are met and that the ADOC and/or Deputy are kept up to date on progress.;

**General**

* To identify areas and processes for improvement.
* Draw up maintain and regularly update SOPs for work related processes as necessary.
* To develop and maintain excellent professional relationships with internal and external stakeholders relevant to the working areas.
* Provide verbal and written updates of project progress at any stage in the project to the DO, DDO, ADOC and Chairs of NJR Sub-Committees.
* To work closely in liaison with the NJR Business Support Officer providing guidance as required.
* To provide a flexible resource across all areas in the NJR; performing any ad hoc management activities or support for ad hoc workstreams for the NJR as required by the DDO and ADOC

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 responsibilities.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Tested through****A – Application** **I – Interview****S – Assessment** |
| **Qualifications** | Educated at graduate level or at least five years of relevant experience within identified area of responsibility, in either the NHS or allied bodies. |  | A |
| **Knowledge and experience** | Demonstrable experience of working in project/programme management support role with a track record in successful management of projects and programmesExperience of developing and implementing standard operating proceduresExperience and a good working knowledge of the Microsoft suite of software - Word, Excel - at intermediate level, Powerpoint and Outlook, Teams, Zoom.Experience working with minimal supervision | Background experience and knowledge of charity sector management, NHS/the health sector or Universities., Prior knowledge of the National Joint Registry, National Clinical Audits or NHS management and/or healthcare provision desirableExperience of working with and supporting boards and committees Experience of minute-takingExperience of working within a small a team | A/I |
| **Skills, aptitudes and abilities** | Experience of financial management High degree of self-motivationExcellent communication skills both verbal and written including report writing Meticulous with keen attention to detailExcellent planning and organisational skillsAbility to prioritise and manage multiple tasks and working to challenging targets and deadlinesExcellent interpersonal and relationship management skills with the ability to liaise with internal and external stakeholders and communitiesAnalytical and problem solving skillsExcellent IT skills including intermediate level Microsoft excel |  | A/I |

January 2024