**Job Description**

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| **Job Title:** | Core Business Support Officer |
| **Reporting to:** | Executive Support and Infrastructure Manager |
| **Salary and scale:** | Approximately £17,000 annually, contingent on experience, or within the HQIP Band E salary range of £25,500 to £34,500 pro rata |
| **Contract type:** | Permanent / Homeworking - HQIP operates remotely with robust IT support, requiring occasional travel to central London for scheduled corporate activities |
| **Hours:** | Part time 18.75 hours per week/0.5 FTE across 5 working days Monday to Friday |
| **Annual leave** | 30 days plus public holidays pro rata |
| **Pension** | Company's pension scheme: 6% employer contribution |

**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 two parent organisations: the Academy of Medical Royal Colleges and The Royal College of Nursing.

HQIP work focuses on the following key strategic areas:

* using best management and procurement practice, we commission and contract manage the National Clinical Audit and Patient Outcome Programme 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 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/>

**Purpose of the position**

**Dynamic Administrative Support:**

* Provide comprehensive day-to-day administrative assistance to the CORE team, fostering relationships with diverse internal and external stakeholders, showcasing adeptness in multitasking within a multi-disciplinary environment.

**Project Support Excellence:**

* Undertake project support for short, medium, and long-term initiatives, demonstrating agility and meeting tight deadlines, including responding to information requests, collaborating closely with project teams, maintaining project plans, supporting the provision of management information, and actively participating in working groups.

**Autonomous and Flexible Work Approach:**

* Work with minimal supervision, showcasing flexibility as an integral part of a collaborative team, and contributing to specific administrative duties that enhance the overall efficiency and effectiveness of the team's operations.

**Key responsibilities and duties**

**Administrative Support:**

* Manage electronic filing, archiving, and e-mail activities, along with processing expenses, meeting invoices, and providing support for diary management.
* Arrange ad hoc meetings and coordinate couriers as needed, ensuring efficient organizational processes.

**IT Provision Management:**

* Foster effective communication with external IT partners, oversee the contractual management of IT partnerships, and manage the organisation's physical resources, including mobile phones, laptops, and other IT equipment.
* Handle the purchase, distribution, maintenance/repair, and asset register of IT equipment, ensuring the internal IT resources are up-to-date, and provide IT induction for new staff members.

**Effective Communication and Stakeholder Engagement:**

* Engage with internal and external staff and stakeholders, promptly addressing inquiries through email or telephone and referring matters to the relevant lead as appropriate.

**Meeting and Event Organisation:**

* Organise meetings and events, including providing administration support for All Staff Meetings, Masterclasses, and other internal meetings and networks, such as the Working Practices Group.
* Produce reports, papers and meeting notes as required, contributing to the overall efficiency of internal processes.

**Collaborative Work:**

* Collaborate with other administrative support roles within HQIP, fostering a reciprocal working relationship and ensuring streamlined support services.

**Team Cover and Assistance:**

* Provide cover as directed by the line manager for other team members in their absence, helping with workloads as necessary.

**HR and Board of Trustees Support:**

* Offer HR function cover for the Executive Assistant and Infrastructure Manager.
* Provide Board of Trustees support cover for the Executive Assistant and Infrastructure Manager.

**Flexibility and Additional Support:**

* Undertake other business support tasks as identified by the Executive Assistant and Infrastructure Manager, showcasing adaptability and versatility.

**Operational Management Support:**

* Report to the Executive Support and Infrastructure Manager, receiving overall direction, and engage with specific projects as directed by the operational management of the relevant area.

**Responsiveness to Operational Objectives:**

* Execute any other duties as reasonably required by the line manager, aligning with the team's operational objectives, and contributing to overall efficiency.

**Generic**

* Adhere to HQIP's Health and Safety Policy, ensuring strict compliance with equal opportunities, data protection legislation, and information governance best practices in the execution of all duties and responsibilities.
* Embrace flexibility by undertaking any additional duties that are reasonably expected and align with the post's level, contributing to the overall efficiency of the role.
* Take ownership of personal development by identifying needs and formulating a personalised development plan, fostering continuous growth and improvement.
* Acknowledge the home-based nature of the role, with occasional travel to meetings and events, demonstrating adaptability to varied work environments.

**Person Specification**

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|  | **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 | * Accurate, able to work to tight deadlines and to prioritise between conflicting demands to ensure delivery targets are met * Able to adapt to change   Efficient  Has administrative experience   * Proficient with MS suite – in particular MS word and excel (need to be able create new excel reports / logs, manipulate data and information, extract information and run reports) | * Experience of working in healthcare or within the public/charity sector * Experience of arranging complex meetings with senior members of other organisations * Previous business support work   Experience of working with MS access | A, I |
| **Scope of responsibility / accountability**  Breadth and level of responsibility, strategic input | Detailed approach to work and able to work within a framework to complete tasks to a very high and accurate standard   * Ability to negotiate and influence, including ability to say ‘no’ |  | 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 diplomacy and sensitivity * Excellent communication skills (verbally and written) and confident to liaise independently with a range of external and internal individual * Work constructively with colleagues and a range of stakeholders at all levels including senior clinicians and managers within the NHS and wider healthcare arena * The ability to manage relationships and collaborate effectively both internally and externally * Demonstrable success in establishing inter-agency and stakeholder relationships |  | A, I |
| **Generic** | * Ability to work from home effectively * Flexibility to travel to Central London for occasional meetings and events |  | A |