**Job Description**

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| **Job Title:** | **National Clinical Audit and Patient Outcome Programme Project Manager** |
| **Reporting to:** | Associate Director |
| **Salary and scale:** | Salary circa £34,000 to £40,000 depending upon experience |
| **HQIP Band** | Band D |
| **Contract type:** | Permanent contract (with a probationary period of 6-months)  Homeworking - HQIP is a homeworking organisation with excellent IT support. Travel into central London is required on an occasional basis for scheduled corporate activity |
| **Hours:** | Full time 37.5 hours per week |
| **Annual leave** | 30 days plus public holidays |
| **Pension** | Company’s Group Personal Pension scheme  At time of recruitment employers’ contribution is 6% |

**About us**

The Healthcare Quality Improvement Partnership (HQIP) is an independent organisation established to promote quality in healthcare and to increase the impact that clinical audit has on health care improvement. We are supported by two parent organisations: the Academy of Medical Royal Colleges and The Royal College of Nursing.

The National Clinical Audit & Patient Outcome Programme (NCAPOP) consists of over forty National Clinical Audits and clinical outcome review programmes.

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 with involvement in all relevant processes and projects.

To ensure its success HQIPwill take full advantage of the connections and influence of 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
* 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**

The post-holder will provide proactive project management input across multiple projects within the programme. The Project Manager will ensure that the commissioning and contract management run smoothly. The role is varied and requires the successful candidate to undertake a range of duties to support:

* commissioning of new and existing audits and outcome review programmes
* contract management of providers to deliver these activities
* development of internal systems and processes to support programme-wide activities including reporting, guidance and policies
* management of the standard reporting procedure leading up to publication of outputs
* stakeholder engagement
* the smooth running of projects and act as a key liaison point for each provider throughout the duration of their contract.

**Key Responsibilities and duties**

*Commissioning activity*

* Support for:
  + Associate Directors in commissioning national clinical audits and outcome reviews
  + Ongoing development of commissioning management and processes
* Ensure that the commissioning process runs to time, and that issues relating to scheduling are proactively identified, managed and escalated appropriately

*Contract management*

* Provide ongoing support to each provider throughout the duration of their contract, acting as key contact and liaison point
* Contract manage the providers of projects including planning for regular contract management meetings and monitoring against deliverables
* Support Associate Directors with contract extensions and variations when appropriate
* Following the end of a contract, support the administrative and data transfer from the audit either to a new audit provider, or to HQIP
* To communicate their findings during CRM

*Governance and risk management*

* Proactively identify and monitor dependencies, issues and risks for divergence from project plans for individual projects in conjunction with the service providers
* Have oversight of provider action plans and mitigation strategies to ensure that all outputs are to time, quality and contract
* Monitor and regularly report individual audit progress as needed
* Escalate issues and risks as appropriate and generate contingency plans as required

Planning and document audit trails

* Support the NCAPOP team with proactive planning, scheduling and reporting of activity across the programme
* Taking notes, minutes and action points
* Support the development and improvement of internal systems and processes including document management systems and update web-based information
* Ensure comprehensive project audit trails and archive documents according to HQIP policies

*Support, communication & relationship management*

* Act as first port of call for providers and give advice and guidance to support the provider in meeting project deliverables
* Participate in activities to disseminate the project key messages internally and externally
* To facilitate the engagement with NHS England, the Welsh Government, Devolved Nations / Crown Dependencies and a wide network of senior clinicians to plan, coordinate and schedule existing audits and also deliver the scope and development for new audits and those at points of contract extension or re-tender
* Maintain close collaboration and liaison with all members of the NCAPOP team to ensure that there is a strong team culture for the support for each project
* Provide support across the team to ensure deadlines are met
* Participate in the induction and mentoring of new project managers
* Support the development and integration of quality improvement practices and processes across the programme
* Facilitate and support an effective Standard Reporting Process (SRP) including quality assuring supplier outputs (and providing clarification comments) leading up to the publication of outputs
* In addition to topic specific projects, lead other internal projects as required
* Support the CEO and Directors as required

**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**

|  | **Essential** | **Desirable** | **Assessed through**  **A – application form**  **I – Interview**  **T – Assessment Test** |
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| **Knowledge, skills and experience**  Qualifications, experience, knowledge – breadth vs depth, specialist or generalist | Educated to degree level or higher or equivalent level.  At least 6 months previous experience as a hands-on project manager. | Project management qualification e.g. PRINCE2 or Managing Successful Programmes.  Educated to degree level or higher in a discipline related to healthcare evaluation. | A  I |
| **Scope of responsibility / accountability**  Breadth and level of responsibility, strategic input | Highly self motivated, confident, pro-active, innovative.  Takes ownership of decisions and demonstrates drive and accountability for what has been promised.  Makes plans, is accurate and able to work to tight deadlines. Prioritises between conflicting demands to ensure delivery targets are met. |  | I / A |
| **Autonomy**  Freedom to act, decision making, problem solving, judgement | Work independently, flexibly and with a high level of autonomy in a complex and unpredictable environment.  Ability to negotiate and influence, including ability to say ‘no’.  Able to adapt to change. |  | I / A |
| **Interfaces**  Internal and external, routine vs relationship management | Strong interpersonal skills including diplomacy and sensitivity.  Engenders trust and confidence in situations in a professional and empathetic manner.  Work constructively with colleagues and a range of stakeholders at all levels including senior clinicians and managers within the NHS and wider healthcare arena. |  | I / A |
| **Physical characteristics** | Ability to work from home effectively  Flexibility to travel to Central London for occasional meetings and events |  | I |