**Job Description**

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| **Job Title:**  | **HQIP Operations Director – Corporate Services** |
| **Reporting to:**  | **CEO** |
| **Responsible for:**  | 1. **Finance**
2. **Procurement**
3. **IT Partner management (contract and relationship)**
4. **HR service delivery and HR Partner management**
5. **Legal services (contract and relationship)**
6. **Communications and marketing services**
7. **Patient and public involvement (PPI)**

**Budget of approx. £1M** |
| **Salary Range and scale:** | **HQIP Band A** **£74,375 to £100,625** |
| **Contract type:** | **Permanent** |
| **Hours:**  | **37.5****HQIP operates flexible remote working with IT support**  |

**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 and National Voices. 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.

We aim to be a major force in professionally-led quality improvement in healthcare and are seeking opportunities to extend our work programme beyond established contracts and activities.

**The work programmes**

HQIP attracts projects and funding from a variety of sources including:

* Governments
* Devolved Nations
* Charities
* Independent healthcare sector
* Other healthcare related bodies

**National Clinical Audit and Patients Outcome Programme (NCAPOP)**

HQIP commissions and manages NHS clinical work programmes on behalf of (and funded by) NHS England and the Welsh Government within the NCAPOP programme. For example, the NCAPOP work-stream is a set of around 40 national clinical audits (NCA) and clinical [outcome review programmes](http://www.hqip.org.uk/clinical-outcome-review-programmes-2/)(CORP). These programmes measure the quality and outcomes from healthcare practice against explicit standards, and provide reports designed to stimulate improvements in care.

**National Joint Registry**

HQIP hosts and is the legal entity for the NJR – a gold standard registry of orthopedic implants.

**HQIP non-NCAPOP related programmes of work**

HQIP also receives funding from a variety of other sources for healthcare work related activity.

**Purpose of the position**

The purpose of the role is to provide operational direction, leadership and on-going maintenance and development of HQIP’s corporate services infrastructure. The post holder will:

* Lead the HQIP central corporate services and ensure the maintenance and continuous improvement of these services.
* Ensure proactive and rapid evolution of corporate services in line with changing business needs.
* Maximise HQIP’s potential by supporting new market opportunities.

This role requires experience of organisational management and development. The post holder will be responsible for the direct management of corporate senior support staff.

The post reports directly to the CEO and may deputise for the CEO along with other HQIP Operational Directors.

**Responsibilities and duties**

* HQIP corporate service operations:
* Ensure efficient delivery and where relevant contract management of all corporate services to agreed contract SLAs/KPIs.
* Ensure that all relevant UK legal frameworks are implemented where relevant – including employment, equality, procurement and information governance.
* Ensure system maintenance, updating and alignment across all corporate activities.
* Identify areas for integration or opportunities for enhancement, devising and managing the change programmes necessary to achieve maximum performance.
* Lead the development of the corporate elements of the annual operational plan and its delivery.
* Line manage and develop corporate staff in line with HQIP’s policies, procedures and best practice.
* Line manage, lead and support the patient and public involvement work stream in the development and proposed delivery of services.
* Ensure HQIP’s suite of:
	+ Corporate policies are updated as necessary to keep pace with legislation, quality assure and oversee their implementation.
	+ Support resources are updated as necessary to keep pace with changing best practice.
* Take an active role in the leadership and development of HQIP as an organisation by:
	+ Contributing to senior leadership team and Board.
	+ Working with the senior team to build internal organisational staff cohesion and co-working.
* Maximise HQIP’s potential by:
* Contributing to, with other senior colleagues, including CEO, medical director and board members, the continued evolution of the new business strategy.
* Taking an active role in leading and supporting marketing of HQIP outputs.
* Using influencing skills to promote HQIP outputs with key stakeholders including professional and the public.

**Person Specification**

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|  | **Essential** | **Desirable** | **Tested through****C – application****I – Interview****S – Assessment** |
| **Autonomy** | Experience of working autonomously and:Acting within a strategic frameworkDriving strategic decisions across multiple work-streamsConsulting with the senior leadership team on key organisation wide decisions |  | C & I |
| **Education/****experience** | * Post graduate degree in a relevant field for example business administration and management / finance / procurement
* Relevant managerial and professional experience (approximately 10 years)
 |  | C |
| **Knowledge and experience** | * Experience of:
	+ Working at a senior level within the senior team and reporting to a Board
	+ Leading and directing a broad functional area
	+ Leading and delivering organisational change
	+ External supplier contract management to deliver high quality customer focused service
	+ HR legislation and service requirements
 | * Knowledge of the statutory requirements relevant to a company with charitable status
* Understanding of public sector contract management and procurement
	+ Sound understanding of information governance legal frameworks
* Understanding of clinical audit practice, their role in quality improvement methodologies and their application within the NHS
 | C & I |
| **Skills, aptitudes and abilities** | * Ability to work in a high pressure driven, reactive environment
* Ability to troubleshoot and solve multiple problems
* Ability to work proactively
* Ability to evaluate risk and apply sound mitigations
* Strong organisational and planning skills, including risk management
* Results driven, possessing a proven track record of delivery against targets
* Strong interpersonal skills in support of customer service and cross-organisational collaborative working
* Financial awareness and control
* Emotional intelligence and diplomacy to operate effectively and manage key relationships at senior levels
 |  | C & I |
| **Physical Characteristics** | * Ability to travel to attend occasional meetings / workshops across the UK
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