

# HQIP_logo_largeJOB DESCRIPTION

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| **Job Title:** | **Communication Engagement Manager, NJR** |
| **Reporting to:** | **Associate Director of Communication and**  **Stakeholder Engagement** |
| **Salary and scale:** | **Circa £40,000pa depending on skills and experience** |
| **Contract type:** | **Permanent** |
| **Hours:** | **37.5 hours weekly** |
| **Location** | **Remote (home-based) with occasional travel to meetings** |

**About the National Joint Registry**

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 around 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; one for the collection and management of data and technology and the second 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, led by the Director of Operations, oversees the day-to-day operational management, development and communication of the NJR’s work programme, supporting the NJRSC in providing governance and strategic oversight of the registry, including NJR sub-committees and contracts. Further information can be found at https://www.njrcentre.org.uk

**Job purpose summary**

The role of the Communication Engagement Manager is essential to support the NJR’s collaborative development of communication activity amongst and for our stakeholders and the post holder will be a key member of the NJR team.

The role requires that the post holder be experienced in a range of communication activity, as they will be a key contributor to the smooth running of the communication and stakeholder engagement function within the NJR as part of a small team.

The main role is in managing relevant work within the communication team in various capacities such as: supporting meetings with our stakeholders; facilitating the drafting of content for articles and press releases; newsletters and e-bulletins; supporting the development of content for our annual report along with our editorial committee and contractors; supporting social media management; plus some stakeholder engagement administration using the CRM. Occasionally work may involve management responsibility for some NJR sub-committee activities, for example, the organising of, attending and recording of minutes for committee meetings.

**Key working relationships**

Work will involve interacting with the Associate Director of Communications and Stakeholder Relations, the Design and Communication Manager, the NJR Director and Deputy Director of Operations and with other members of the NJR management team to collaborate on activities and for relevant support, resources and content to enable us to effectively communicate and deliver on a range of NJR activities.

**Internal:** Alongside regular work, liaison and reporting to the Associate Director for Communications and Stakeholder Engagement, the role will involve interaction with relevant other members of the NJR management team and some NJR contractor staff delivering activity on behalf of the NJR.

**External:** Work will potentially involve liaison with press/ media, our designers, our NJRSC patient representatives and patients within NJR’s network, members of various NJR committees, clinicians from orthopaedic specialist societies. Work may also involve liaison with printers and other product and service suppliers and event venues from time-to-time.

**Key responsibilities and duties**

# Communication activity

* + Provide support for communication engagement project work as agreed and discussed, supporting meetings and online conference calls, and preparing minutes.
  + Manage the work of the communications function administratively across agreed NJR projects and activities.
  + Manage flow of engagement activity with agreed stakeholders and through our various communication channels.
  + Ensure that material that will be published on the NJR website, NJR reports website and other social media communication channels or platforms has been proof-read and approved and is up-to-date and consistent with that on our other channels.
* Effectively manage communication/ press queries and requests by both phone and email, redirecting to other members of the NJR team or NJR clinicians where appropriate.
  + Support the team in the facilitation of the NJR CRM and website CMS.

# Patient and carer engagement

# Support the recruitment of members to the NJR Patient Panel including advertising of roles, arranging interviews, and production of induction materials.

# Support the establishment of an NJR Patient Stakeholder Group including issuing invitations to stakeholder organisations and production of induction materials.

# In support of the NJR Patient Network Chairs, arranging meetings of the NJR Patient Panel and NJR Patient Stakeholder Group including making meeting arrangements, supporting meeting agendas and papers, minuting meetings and following up on actions.

# Acting as the key contact for NJR Patient Network Chairs and members in respect of the activity of the NJR Patient Panel and NJR Patient Stakeholder Group

# Supporting NJR Patient Panel members in attending NJR sub-committee meetings as agreed by the NJR Patient Panel and sub-committee chairs.

# NJR publications, newsletters

* + To manage the development of content for publications, such as in-house magazines and website homepage news stories, information and images for websites and social media, in collaboration with relevant internal staff.
  + Effectively manage workflow from content-gathering through to execution, proactively identifying tasks to be undertaken, delivering outcomes to agreed schedules in relation to specific projects and our annual report.
  + To work in conjunction with other NJR staff in the creation of NJR collateral that increases the NJR brand value, such as webinars, user guides, training material etc.
  + Develop stories on the NJR Data Quality Provider scheme to raise profile, liaising with the Design and Communication Manager on award allocation to NHS and independent sector hospitals.
  + To be aware of law and regulatory considerations and ensure these are met in handling data and NJR materials and reflect best practice, particularly those that relate to website accessibility, advertising standards, copyright, and data protection legislation.

# Meetings and events

* + Liaise with other NJR staff, contractors and with venues on agreed meetings, including making some arrangements for meeting activities.
  + Attend relevant communication-related meetings and teleconferences to update on work, manage audio-visual equipment/ ensure detailed minutes and update on actions.
  + Work with the Design and Communication Manager for advice and support on the production of branded collateral and for any event material such as that for presentations, video, posters and stand design.
  + Liaise internally and with our contractor representatives to ensure any relevant event arrangements are well-planned, and promotional information is widely shared, to publicise events and update NJR files and NJR communication channels with event papers and presentations post-event.

# Candidate specification

**(Criteria below will be assessed through application / interview and test)**

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|  | **Essential criteria** | **Desirable criteria** |
| **Knowledge and experience** | Degree or equivalent level experience, preferably in a relevant subject.  At least five years’ communication related work experience, with some responsibility for managing projects to agreed plans, along with associated administrative tasks.  An interest in learning about why and how registries operate and how they communicate with associated stakeholders.  Experience of producing written communication materials to a high standard, including news stories, press releases and articles. | Some knowledge of the health sector and the role of registries in patient safety.  Experience of working with committee structures, ideally with some experience of taking meeting minutes. |
| **Skills, aptitudes and abilities** | Good level of self-motivation.  Excellent organisational skills with the ability to prioritise and proactively manage multiple tasks and work in an occasionally busy environment delivering on time, to agreed budget. | Experience of using a website Content Management System (CMS) for website management, especially WordPress.  Experience of using a CRM database for stakeholder engagement and communication activity. |
|  | Good judgement to achieve optimum outcomes and know when to refer upwards and to specialists on more complex issues. | Experience of preparing content for public-facing social media channels. |
|  | Excellent communication skills - written and verbal, with close attention to detail. |  |
|  | Experience of working across a team collaboratively, alongside ability to work individually. |  |
|  | Sensitivity and empathetic approach, as will sometimes liaise with patients. |  |
| **Other** | Competent user of the full Microsoft Office suite and video-conferencing (Zoom, teams).  Willing to occasionally travel to meetings, mostly in London.  Ability to represent NJR with a professional approach and tact.  Comfortable with working with staff and people on a range of levels. | Previous experience in a similar communication role would be an advantage. |