

# JOB DESCRIPTION

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| **Job Title:** | **Communication Engagement Manager, NJR** |
| **Reporting to:** | **Associate Director of Communication and**  **Stakeholder Engagement** |
| **Salary and scale:** | **Circa £36 - 38,000pa 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 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, 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 the work of our seven NJR sub-committees and two key contractors.

Further information about our structure and work can be found at www.njrcentre.org.uk

**Job purpose summary**

The role of the Communication Engagement Manager is essential in supporting 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 the planning and delivery of 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: facilitating the work and meetings of our new Patient Network, drafting content for stakeholder engagement and articles, newsletters and e-bulletins; supporting the project management process in developing content and the publication of our annual report along with our wider editorial committee; supporting website and social media management content development; involvement in regional event planning and management of logistical arrangements, some stakeholder engagement administration using the CRM and website CMS, some responsibility for NJR sub-committee activities, for example, the organising of, attending and recording of minutes for committee meetings.

**Key working relationships**

We work with a collaborative approach and this will involve interacting with the Associate Director of Communication and Stakeholder Relations, the Communication and Design Manager, the NJR Director and Deputy Director of Operations and with other members of the NJR management team to support the communications aspects of NJR activities to enable us to effectively communicate and deliver on a wide range of our NJR workstreams.

**Internal:** Alongside regular work and liaison on various activities with other members of the communication team the role will involve interaction with 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 the NJR’s Patient Network, members of various NJR committees, clinicians from orthopaedic specialist societies. Work may also involve liaison with 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 such as our new Patient Network, as agreed and discussed with all parties, supporting meetings and online conference calls and preparing minutes.
  + Manage and report on the work of the communication function administratively across agreed NJR projects and activities.
  + Manage and collaborate on flow of engagement activity with various NJR stakeholders through our 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 activities by both phone and email, redirecting to other members of the NJR team or NJR clinicians where appropriate.
  + Support the communication team in the facilitation of the NJR CRM and website CMS.
  + Any other relevant ad hoc activities and projects as they arise in the work of the NJR.

# Patient engagement

# Support the ongoing recruitment of members to the NJR Patient Network including advertising of roles, arranging interviews, and the sharing of induction materials.

# Support the NJR Patient Network including researching and liaison with relevant stakeholder organisations and updating of induction materials.

# Support the NJR Patient Network chairs, arranging meetings of the NJR Patient Network including making meeting arrangements, producing meeting agendas and papers, minuting meetings and following up on actions.

# Act as the key contact for NJR Patient Network chairs and volunteer members in respect of the activity of the NJR Patient Network, pro-actively keeping the ADCSE well-informed on progress and developments..

# Support NJR Patient Network volunteer members in attending NJR sub-committee meetings as agreed by the NJR Patient Network chairs and the NJR sub-committee chairs.

# NJR publications, newsletters

* + 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 timeline.
  + Manage the development of content for publications, such as in-house newsletters and website homepage news stories, information and images for websites and social media, in collaboration with internal staff.
  + Work in conjunction with other NJR staff in the creation and further development 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 Communication and Design Manager on award allocation to NHS and independent sector hospitals.
  + Be comfortable partaking in virtual training on 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 event hosting venues on agreed NJR events and meetings, including making logistical arrangements for meeting activities and for the transportation of event materials.
  + Attend occasional relevant communication-related face-to-face meetings and more regular teleconferences to update on work, manage audio-visual sharing and recordings, ensure detailed minutes are taken and support relevant team updates on actions.
  + Work with the Communication and Design 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 oversee logistical planning, support the promotion of 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 year’s 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 fast-paced 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 the drive and enthusiasm 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 (ie. Zoom, Microsoft 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 in a not-for-profit organisation would be an advantage. |