

Job description

JAG Programme Manager (Data and Training)

Vacancy reference	CLI494
Grade	6
Location	Liverpool or London. The role is offered within a hybrid working environment with a blend of office and homeworking. The work is delivered UK-wide therefore occasional travel is required.
Department	Care Quality Improvement Department (CQID)
Reports to	Head of Operations, Accreditation Unit
Contract type	Fixed Term (to cover the current post-holder's maternity leave)
Working hours	35 hours a week. Standard working hours between 9am and 5pm, Monday to Friday. You will agree your working pattern with your manager.

Working at the RCP

The Royal College of Physicians is a rewarding and friendly place to work with an incredible history, dating back to our foundation in 1518. We are a professional membership body for physicians – doctors who work in hospitals – with over 40,000 members in the UK and around the world working to improve patient care and reduce illness. Our activities focus on educating, improving and influencing for better health and care.

We work from two main sites – The Spine, a new state-of-the-art building at the heart of the Knowledge Centre in Liverpool, and an iconic Grade I-listed building overlooking beautiful Regent's Park in central London. We are committed to a hybrid working model that means most staff work flexibly, spending a minimum of 6 days a month in the office.

We champion an inclusive culture and welcome applications from all sections of society. We value taking care, learning and being collaborative. These values underpin everything we do.

Join us to help achieve our vision of a world in which everyone has the best possible health and healthcare.

The purpose of your role

The Joint Advisory Group on Gastrointestinal Endoscopy (JAG) was established in 1994 to improve endoscopy services through clinical accreditation and develop training and support for

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the endoscopy workforce. You will oversee a number of specific projects including endoscopy trainee certification (JETS), a training programme for nurses and other health care professionals (JETS Workforce) and the accreditation of bowel cancer screeners (BCSA). You will oversee the development of an online competency framework for administrative and clerical staff (JETS admin and clerical) as well as the development of an e-portfolio for trained endoscopists. As well as training of the endoscopy workforce, you will also take responsibility for the management and development of the National Endoscopy Database (NED), which uses data from endoscopy services to support clinicians to improve performance and provide a basis for research. You will work on the development of a data and research workstream within the JAG data and training team to promote the use of JAG data.

You will take responsibility for the planning, delivery, development, and evaluation of various projects related to endoscopy training, including communicating impact and ensuring good governance through reporting to the steering groups and stakeholders.

You will work closely with internal colleagues, such as project teams in other accreditation and audit areas, as well as colleagues in finance, policy, IT, HR, and communications. You will lead and manage a team and you will have responsibility for a broader team of sub-contractors. You will work closely with the JAG Programme Manager (Accreditation), to ensure that trainee development, workforce considerations and endoscopy data are effectively considered as part of the clinical service accreditation process.

You will have a key role in working with external colleagues including clinical leads across the programme, assessors and trainers across the UK, clinical teams across the UK and the Republic of Ireland and sub-contractors, such as the website provider. You will take the lead in managing effective relationships with external stakeholders, for example NHS England, training and assessment centres, endoscopy clinical leads across the UK and Ireland and other key healthcare organisations including endoscopy reporting system suppliers, the British Society of Gastroenterology, and other royal colleges.

How we'll measure your success

Success in the role will be found in the quality and timeliness of outputs. We believe that excellence and effectiveness in the role will be determined by the quality of relationships that the post-holder nurtures within the organisation and with external colleagues and stakeholders. We will measure this based on:

- > delivery of your own objectives (which you will agree with your manager)
- > ability to lead, motivate, manage and delegate to staff within your project teams
- > successful engagement of stakeholders across projects, maintaining boundaries of scope of influence
- > driving change and improving processes across projects
- > delivering projects within timescales and budget, to the satisfaction of customers
- > your ability to work in a team and help in achieving department objectives
- > your contribution to and support of our values.

What you're responsible for

Leadership and management:

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- > Recruitment and line management, including conducting regular 1:1s and supporting the development of individuals through appraisal, personal development planning and mentoring.
- > Provide direction to team members and set goals, ensuring timescales are clear and holding them accountable for their deliverables.
- > Assign projects and delegate tasks to allow for stretch opportunities, with a view to building capability in the team and seizing opportunities for developing skills.
- > Lead on supporting the team to find operational efficiencies to ensure maximum cost-savings and productivity gains and improve the quality of work delivered.
- > Embed feedback processes within the team and actively seek ideas and contributions from within the team.
- > Encourage a culture of capturing, sharing, and acting on learning, including sharing best practice within projects and across the department and proactively.
- > Oversee the work of lead clinicians in each project area, ensuring their work priorities are set in line with the overall programme priorities.

Process improvement and service development:

- > Review existing ways of working and develop strategies to improve and streamline processes, involving users in the process.
- > Create a culture of continuous improvement and act as a champion of change using quality improvement methods such as process mapping and Plan-Do-Study-Act
- > Formulate and oversee the development of project policies and practices.
- > Actively evaluate business processes and systems and continually strive for improvement, using evidence to seek out change and innovation.
- > Lead on significant website testing development and piloting process, taking decisions to ensure that improvements are made in response to feedback from stakeholders.
- > Manage and use complex data to drive improvements in processes.
- > Ensure the projects are regularly evaluated and proactively seek opportunities to improve processes and outputs.
- > Work with the accreditation unit manager to scope out and support the potential development of new work.
- > Identify, scope, research and prepare proposals for approval, including developing costings to ensure value for money and long-term sustainability.

Stakeholder relationships:

- > Responsible for building and maintaining successful relationships with external stakeholders such as NHS England and other health professionals and organisations, influencing their strategy to ensure high quality training and development of the workforce is central to their plans.
- > Take responsibility for good governance of projects including regularly identifying and reporting risks and issues.
- > Advise, present and report to governance groups and chairing sub-groups.
- > Use negotiation and advanced communication skills to create and build collaborative relationships, enhancing the reputation of the programme and influencing outcomes.
- > Act as a role model for actively seeking the input of others and champion collaborative working.

- > Manage complaints, issues and feedback from stakeholders and services and ensure a proactive customer service approach and ensuring that there is a robust escalation process in place.
- > Work with the clinical leads to build and develop relationships to ensure the programme is aligned with relevant policies and issues affecting training.

Communication and engagement:

- > Develop and implement a communications approach for each project area to ensure there is regular and appropriate communication, including stakeholder updates, newsletters, social media, and targeted campaigns.
- > Develop marketing approach for new areas of work to maximise uptake and engagement.
- > Attending and presenting at meetings and conferences nationally with a view to maximising awareness of projects and identifying opportunities for collaboration.
- > Regularly write and contribute to articles, journals, and papers to highlight programme work and showcase impact.
- > Ensure effective planning and delivery of workshops, training days and meetings, including presenting to teams, evaluating sessions, and acting on feedback.
- > Develop communications plan for consulting and engaging users in pathway changes affecting training and other projects.

Project management:

- > Leading development of various projects, including developing solutions to meet organisational and programme objectives, and to improve efficiency and quality.
- > Oversee quality assurance processes across the projects and report back through governance groups.
- > Responsible for driving and maintaining the momentum of delivery for multiple projects/workstreams, ensuring that work is delivered to agreed timescales and high standards of customer service.
- > Overseeing the production of multiple planning and project documents, ensuring that timescales and outputs are clearly defined.
- > Assess and manage risk and issues, creating strategies to mitigate against them.
- > Proactively offer solutions for improving the efficiency and turn-around time for the delivery of project outputs.

Financial management:

- > Management of project finances, ensuring all financial information is recorded accurately and invoices/expenses are tracked in a timely manner.
- > Plan and lead the annual business planning process for project areas, ensuring value for money and commitment to review ways of working to achieve efficiencies, whilst maintaining high quality service provision.
- > Regularly monitor and review the monthly finance reports including forecasts against budget, financial and operational goals, providing a commentary against variances and putting in place corrective measures where required.
- > Manage a variety of contracts and sub-contracts, ensuring value for money and key performance indicators are achieved.

Information governance and data:

- > Use strong analytical skills to drive insights and business decisions.
- > Present research or analyses in engaging manner to stakeholders, in different formats.

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- > Maintain and build on data processes and protocols to ensure appropriate data capture, analysis and retention, in line with relevant legislation and policies.
- > Facilitate the sharing of national level project data with a variety of audiences to drive service improvements eg policy colleagues, NHS England and regulators.
- > Consider information governance and patient confidentiality aspects when using data and ensure appropriate policies and procedures are adhered to.
- > Create briefing papers using data and analyses to support decision making.
- > Contribute to research and liaise with JAG clinical fellows and other researchers as appropriate.

Other duties

- > Keep up to date with the changing policies and knowledge relating to the relevant clinical area
- > Contribute to the work of the Care Quality Improvement Department and wider RCP activities
- > Undertake any other duties as may be reasonably expected and which are commensurate with the level of the post
- > Adhere and comply with the provisions of the RCP's health and safety policy
- > Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities.

Your experience includes

Essential

- > Management qualification (or equivalent experience)
- > Experience of managing a busy team, delivering work at pace and ensuring high levels of customer service
- > Experience of building high-quality working relationships, including working with virtual teams and busy clinicians, and providing support, advice or performance management
- > Experience of process redesign, proactively reviewing existing ways of working (mainly through websites) and involving users in improvements
- > Experience of service development including experience in identifying new opportunities for growth
- > Excellent communication skills, both written and verbal, including experience of explaining complex concepts clearly and concisely
- > Advanced analytical skills, using data to drive insights and decision making
- > Ability to manage competing priorities and respond to sudden unexpected demands
- > Ability to negotiate on difficult and controversial issues with senior stakeholders, using tact and diplomacy
- > Experience of meetings and workshop management, including delivering presentations
- > Experience of budget management, managing financial processes and financial reporting
- > Demonstrable commitment to quality and promoting high standards
- > Proven operational management experience, with demonstrable project management skills
- > Experience of working within a governance framework that includes reporting to a Board and / or undertaking contract review meetings with a project commissioner
- > Experience of interpreting and presenting data for a range of audiences
- > Excellent knowledge and experience of MS packages, including teams, word, excel, powerpoint and outlook.

Desirable

- > Educated to master's degree in a relevant field or equivalent
- > Knowledge of agile project management principles
- > An understanding of issues affecting workforce and training in healthcare
- > Experience of establishing and managing sub-contracts
- > Knowledge and experience of data analysis techniques
- > Knowledge of medical and nursing training pathways
- > Knowledge of data and training online systems.

Our values

We are committed to **taking care**, **learning**, and **being collaborative**. These values drive the way we behave, how we interact with each other, and how we work together to achieve our vision and improve patient care.

We value taking care

This means we behave respectfully towards people, whatever their role, position, gender or background. It means we act as representatives of the RCP, and take decisions in the interests of the organisation as a whole.

We value learning

This means we continuously improve through active learning and honest reflection, so that we grow personally and as an organisation, while striving for excellence. We support learning and development opportunities.

We value being collaborative

This means we work together towards the RCP's vision in a collaborative and professional way, understanding that individuals bring different strengths and approaches to our work. We value diversity and each other's contributions.

The RCP positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, transgender status, religion or belief, marital status or pregnancy and maternity.

The RCP is all about our people – our members, staff, volunteers and leaders. We educate, influence and collaborate to improve health and healthcare for everyone and know we can only do this by being inclusive, encouraging and celebrating diverse perspectives. Welcoming into our community people who represent the 21st-century medical workforce and the diverse population of patients we serve is a priority for us.

As an employee/volunteer/temporary contractor you are expected to comply with all RCP data protection and security policies and procedures.