

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Operations Manager [NJR]- (Performance Outlier)</b>
<b>Reporting to:</b>	<b>Associate Director- Operations &amp; Contracts – NJR [AD-O/C]</b>
<b>Accountable to:</b>	<b>Director of Operations-DoO NJR and Chairman of the Surgical Performance, Implant Performance and Implant Scrutiny Committees</b>
<b>Salary and scale:</b>	<b>HQIP Band C; circa £40,000 per annum</b>
<b>Contract type:</b>	<b>Permanent</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Location</b>	<b>Central London with occasional travel</b>

### About HQIP

The Healthcare Quality Improvement Partnership (HQIP) - a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing and National Voices - holds the contract with NHS England for the management of the National Clinical Audit and Patient Outcomes programme in England and Wales (NCAPOP). The vision is HQIP will be a major force in professionally-led quality improvement in healthcare in England and Wales and will seek opportunities to extend its work programme beyond that of NCAPOP. This programme currently comprises more than 30 clinical audits and outcome review programmes including the National Joint Registry (NJR).

The NJR management team, based at HQIP, manages the Registry's work across its governance structure and through key contracted services.

Further information can be found at <http://www.hqip.org.uk/>

### About the National Joint Registry

Established in 2002, the NJR for England, Wales, Northern Ireland and the Isle of Man has collected data on hip and knee joint replacement surgery since 2003, ankle joint replacement surgery from April 2010 and elbows and shoulders since April 2012, across the NHS and independent healthcare sector. With over 2 million records, it is the largest arthroplasty register in the world and one of the most influential healthcare registries in the world playing a significantly central role internationally.

The purpose of the Registry is to collect high quality, 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 cost effectiveness of joint replacement surgery, the NJR monitors and reports outcomes on orthopaedic implants, hospitals and surgeons, and supports and enables related research.

### Management of the NJR

The NJR Steering Committee [NJRSC] is responsible for overseeing the work and strategic direction of the NJR and is formally classified as a '[NHS England Expert Committee](#)'. The NJRSC meets quarterly and minutes are formally published on the NJR web site.

The NJRSC Chairman reports to the NHS England Medical Director. Recruitment of the Chairman and members is overseen by the Department of Health Appointments Team in liaison with the NJR management team and appointments are formally approved by the NHS England Medical Director. Members are subject to annual appraisal by the NJRSC Chairman.

The NJR also directly appoints and oversees a network of Regional Clinical Co-ordinators [RCC]-orthopaedic surgeons who act as local champions for the NJR.

A number of NJRSC Sub-committees oversee the major NJR work areas. There are currently ten standing sub-committees which support the work of the NJRSC. **1) Executive Committee, 2) Medical Advisory Committee, 3) Editorial Board, 4) Surgical Performance Committee, 5) Implant Performance Committee, 6) Implant Scrutiny Group 7) Data Quality Group, 8) Regional Clinical Coordinators Committee 9) Research Committee and 10) Data Access Review Group.**

In addition ad hoc working groups are convened for the purpose of specific projects and vary in number dependent on necessity and activity. Currently in operation are the **a) Component Data Base Development Group, and b) Minimum Data Set Review Group.**

Core NJR services and operations are managed under three separate NJR contracts responsible for: a) data collection and management b) statistical support, analysis, and research; and c) communications.

The NJR team at HQIP manages and monitors all the NJR contracts, NJR strategic and annual planning activity all associated operational issues and supports the work of the NJRSC and all its sub-committees. The team works closely with all the relevant orthopaedic professional societies.

Further information can be found at <http://www.njrcentre.org.uk/>

## **Surgical Performance Management**

The NJR has a number of robust processes for the monitoring and management of surgeon, hospital and implant performance, supporting transparency and providing patients with meaningful information, all underpinned by a drive to improve Data Quality throughout the NJR.

The Surgical Performance Management provides a robust system of monitoring individual surgical performance and a mechanism to allow surgeons to reflect on national data by linking onto their individual appraisal process. In addition, the NJR provides Surgeon Level Reporting to NHS Choices, providing metrics that are meaningful to patients and the public.

The Hospital Performance Management Process has been reviewed to ensure that Hospitals receive NJR data in a timely and meaningful manner, and that their performance can be monitored and improved through working in partnership with CQC, NHS Improvement and GIRFT. Furthermore, the NJR provides Unit Level Reporting to NHS Choices and, from 2017, to the CQC Dashboard.

The NJR was established to monitor device performance and continues to do so through the Implant Scrutiny Group and with defined escalation processes with the MHRA, issuing alerts and communicating with Implant Manufacturers in a timely manner.

## **Job purpose summary**

This is a vital management support role and the holder will be a key member of the NJR team, contributing to the achievement of an effective and responsive NJR leadership office, operating within a busy and pressurised environment.

The post holder will work closely with, and will be accountable to, the Chairman of the Surgical Performance Committee, Implant Performance Committee and Implant Scrutiny Group to ensure the efficient and

adequate monitoring of Surgeon, Unit and Implant Performance. This will include management of a number of operational issues, project management, taking forward actions, chasing progress, amongst others.

The post holder will have responsibility for supporting the Surgeon Performance and Implant Performance Committees and Implant Scrutiny Group managing the Surgeon, Unit and Implant Performance work programmes including:

- Monitoring of the use of NJR data for Surgeons' appraisal processes
- Escalation to the appropriate authorities (e.g. MHRA, CQC, NHS Improvement)
- Oversight of the development and delivery of the Outlier Management System
- Management of the Implant mismatch monitoring and notification process
- Management of the NJR submissions to the NHS Choices for the Consultant Outcomes Programme and CQC dashboards.

Key working relationships. Internal: NJR Director of Operations, NJR Associate Director for Operations & Contracts, NJR Senior Communications Officer; External: Chair of the Surgical Performance Committee, Implant Performance Committee and Implant Scrutiny Group.

## Key responsibilities and duties

### Surgical Performance Committee

- To perform the day to day management of work-streams related to the Outlier Management Process within the NJR annual plan, arising from NJR committees and daily operational activity and ensure that objectives are met within the agreed timescales.
- Overseeing the delivery of the Outlier Management System (OMS) and maintaining the OMS when fully operational.
- To draft, ensure approval of, and send Surgeon and Unit Outlier Notification Letters, monitor responses and update the Chairman as appropriate.
- Management of the escalation processes to the appropriate authorities, including NHS Improvement and CQC.
- To organise and attend the Surgical Performance Committee, and be responsible for agendas, minutes and action lists arising out of the committee, or any working groups or other meetings relating directly to the committee.

### Implant Performance Committee & Implant Scrutiny Group

- To organise the drafting, ensure approval of and send Implant Outlier Notification Letters, monitor responses and update the Chairman and the relevant authorities as appropriate.
- Management of the Implant mismatch monitoring and notification process.
- Management of the escalation processes to the appropriate authorities, e.g. MHRA
- To organise and attend the Implant Performance Committee and Implant Scrutiny Group, and be responsible for agendas, minutes and action lists arising out of the committees or any working groups or other meetings relating directly to the committee.

### Publication of Data

- Management of the NJR submissions to NHS Choices in relation to the Consultant Outcomes Programme, and Unit Level CQC dashboard.
- Ensuring the timely and accurate publication of NJR Reports and websites including: Annual Clinical Reports, Consultant Level Reports, Surgeon and Hospital Profile and Clinician Feedback.

## Project Management

- To manage the day to day activities of additional related projects under the direction of the NJR Director of Operations and NJR Associate Director of Operations and Contracts and the Chair of Surgical Performance Committee, Implant Performance Committee and Implant Scrutiny Group.
- Supporting the NJR Associate Director of Operations and Contracts in developing and maintaining detailed project plans and risk register for each relevant work-stream and monitor progress towards key milestones, monitoring expenditure against agreed budgets, the management of relevant project documentation, and the organisation of close down activities at project completion.
- Ensure agreed action is taken in accordance with the project plan and liaise closely with others within the NJR who have been tasked with actions.
- Co-ordinate the input of the NJR's contractors (e.g. Northgate, Bristol) in delivery of the agreed projects.

## General

- Identifying areas and processes for improvement.
- Developing and maintaining excellent professional relationships with internal and external stakeholders relevant to the working areas.
- Be prepared to give verbal and written updates of project progress at any stage in the project to the NJR Director of Operations, Chairman for the Surgical Performance, Implant Performance Committees and Implant Scrutiny Group and NJR Associate Director of Operations and Contracts.
- To provide a flexible resource across all areas in the NJR; performing any ad hoc management activities for the NJR as required by the NJR Director of Operations and NJR Assistant Director of Operations and Contracts.

## Candidate specification

	Essential (E) Desirable (D)
• Degree or equivalent level experience in a relevant subject	E
• Prior knowledge of the National Joint Registry, National Clinical Audits or NHS management desirable	D
• At least three years' experience in University, NHS or charity sector management	E
• Track record in successful management of projects and programmes	E
• Experience of developing and implementing standard operating procedures	E
• Excellent financial management skills	E
• Excellent writing skills and attention to detail	E
• Excellent planning and organisational skills	E
• Ability to prioritise and manage multiple tasks and working to challenging targets and deadlines	E
• Excellent interpersonal and relationship management skills, ability to liaise with internal and external stakeholders and communities	E
• Excellent communication skills	E
• Analytical and problem solving skills	E
• Excellent IT skills	E