



# Royal College of Surgeons of England

ADVANCING SURGICAL CARE

**Job Title** – Invited Review Programme Manager

**Salary** - £40,340 per annum

**Contract Type** – Permanent, Full-time (35 hours)

**Location** - We fully support flexible working, either from our superb offices in Holborn or from home (subject to role requirements).

## About us

The Royal College of Surgeons of England is the professional body for surgery. Our mission is to build the future of the surgical profession and improve the delivery of surgical care. We do this through education, training, examination, supporting surgical research and providing support and advice for surgeons at all stages of their careers.

## About the role

The Royal College of Surgeons of England is looking for a talented individual with strong experience of case management, report writing and working with stakeholders to join a diligent and supportive team working with hospitals across the UK to address concerns and improve surgical care. This varied and key role within the Invited Review service will include planning and managing complex review visits to hospitals, working closely with consultant surgeons and other senior stakeholders, and producing detailed Invited Review reports within an annual programme of Invited Reviews.

## Responsibilities

- Delivering a programme of Invited Reviews annually, ensuring that all Invited Reviews are fit for purpose, are high quality and meet the needs of service users, participants and stakeholders.
- Managing multidisciplinary and mixed staff/consultant/volunteer teams to achieve Invited Review programme objectives.
- Acting as the RCS England lead during Invited Review visits and managing the performance of the review team to ensure effective information gathering and analysis.
- Drafting, editing and managing the production of complex and detailed review reports.
- Managing difficult situations and handling highly sensitive and confidential information.
- Working with senior clinicians (particularly Invited Review Panel members, Surgical Specialty Association Leads, and the Chair of the Invited Review Mechanism) who can provide subject matter expertise, senior healthcare personnel (e.g. Medical Directors, CEOs) from commissioning organisations, and surgeons under review.
- Promoting continuous quality and service improvement to ensure high quality and sustainable annual programmes of Invited Reviews.
- Leading on, and contributing to, service development projects to ensure continuing development of Invited Review processes.
- Contributing to internal and external meetings and events, including delivering case briefings and other presentations on the work of the Invited Review Team.

## About you

- Educated to degree level or equivalent experience
- Experience of complex case / healthcare performance review management
- Strong written communication skills including experience of drafting and editing complex reports effectively and within agreed timescales.
- Strong oral communication skills, including highly developed negotiating and influencing skills and using tact and diplomacy to ensure engagement – often in difficult and challenging circumstances.
- Knowledge of healthcare management and regulatory systems and processes. (desirable)
- Ability to analyse and understand complex issues, and offer workable solutions to problems arising in individual cases with an ability to understand and assimilate legal and procedural issues, with a keen attention to accuracy and detail.
- Ability to work independently with limited supervision.
- Highly organised with an ability to work effectively under pressure and to strict deadlines.
- Ability to prepare and present case briefings to senior staff, both orally and in writing.

- An ability to maintain confidentiality at work.
- A commitment to continuing professional development, taking advantage of opportunities within the role to undertake training and demonstrate learning.
- Ability to handle challenging situations with tact, diplomacy and empathy, coupled with resilience to meet the sensitivities of individual situations, including challenging behaviour.
- The ability to develop and maintain effective working relationships, despite possible strained circumstances, with senior professionals.
- Ability to demonstrate a results-driven, customer-focused approach, recognising and adapting to the needs of service users.
- An ability to work effectively in a team, supporting and encouraging other team members.
- An understanding of and commitment to equality and diversity at work.

#### **What we can offer you**

- 27 days paid holiday + bank holidays and up to 4 college closure days
- Flexible working
- Enhanced contributory pension scheme & other leave entitlements
- Variety of learning and development opportunities
- Wellbeing programme & Employee Assistance Scheme

#### **Interested Candidates:**

**If you wish to apply or if you have any questions about this position please email your CV together with a cover letter to [RCSHR@rcseng.ac.uk](mailto:RCSHR@rcseng.ac.uk).**

Any personal data collected from you, or that you provide to us, will be processed by us in accordance with our recruitment processes. If unsuccessful in your application, your information will be held by us on our database for a period of 6 months before deletion. If you would like your information removed sooner, please contact [RCSHR@rceng.ac.uk](mailto:RCSHR@rceng.ac.uk)

#### **Closing date: 8 September 2024**

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Royal College of Surgeons of England is committed to protecting your privacy. We are registered as a data controller with the Information Commissioner's Office (ICO). All College employees are responsible for records held, created and used as part of their work for the College including patient/client, corporate and administrative records. Records are managed according to the requirements of the Data Protection Act 2018 and ensure confidentiality. The College ensures that staff are trained to handle the information you submit to us with care and discretion, seeking advice where necessary.