

Job description

Job title:	Invited Review Programme Manager
Grade:	4a
Department:	Research & Quality Improvement
Responsible for:	Invited review panel members
Accountable to:	<i>Head of Invited Review</i>

Job summary

The Royal College of Surgeons of England Invited Review programmes comprise a range of existing surgical safety, quality assurance and quality improvement activities. This includes the College's annual programme of Invited Reviews (with its annual completion of approximately 35-40 Invited Reviews annually) and wider programmes e.g. training support, identification of additional assessors, and learning from and awareness raising about RCS England invited reviews. Invited Review Programme Managers will be individually responsible for the delivery of a programme of approximately 10-14 Invited Reviews annually as a core part of delivery of the RCS' Quality Improvement (QI) portfolio, in addition to wider surgical safety, quality assurance, service development, and quality improvement work.

Responsible for the making sure that all Invited Reviews are fit for purpose, are high quality and meet the needs of service users, participants and stakeholders. This includes planning and delivering the full Invited Review programme lifespan and cycle. Invited Review Programme Managers will work closely with the Head of Invited Reviews, the Director of Research and QI, and 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. They will also work with senior healthcare personnel (e.g. Medical Directors, CEOs) from commissioning organisations and surgeons under review.

Responsible for the quality of their annual programme of Invited Reviews, and ensuring that reviews are delivered to a high quality by suitably qualified Invited Review panel members who address the aims, purpose and terms of reference of each specifically tailored and individually designed unique review. Delivering this programme of Invited Reviews as core component of RCS QI activity as part of the business plan. A key aspect of the role is developing capacity and capability in surgical performance management across healthcare. The Invited Review Programme Manager will also promote continuous quality and service improvement to ensure high quality and sustainable annual programmes of Invited Reviews.

Specific duties and responsibilities



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1. Quality of Invited Review Programmes

Overall responsibility for the quality of an annual programmes of 10-14 Invited Reviews. This includes responsibility for:

- Reviewing and updating programmes of invited reviews so they are fit for purpose, meet the needs of the hospitals that use the service, participants (i.e. surgeons and surgical team members, invited reviewers, College and Association personnel) and wider stakeholders (such as the GMC, CQC, NHS England), and achieve QI department strategic outcomes
- Conducting continuous feedback/service user research on service user, participant, partner and wider stakeholder requirements for invited reviews as well as reviewing service user, participant, and partner profiles to ensure programme continues to meet QI department strategic aims
- Reviewing and updating the content of Invited Review programmes of work, and the materials and technologies supporting them, working with subject matter experts, to ensure they are up to date and relevant and meet RCS, Academy of Medical Royal Colleges (AoMRC) and wider surgical performance/healthcare management/regulatory requirements where applicable
- Reporting on outcomes of Invited Reviews programmes to the Invited Review Oversight Group and other wider College /external stakeholder meetings
- Working closely with the College's external affairs, media and communications teams to ensure all public information reported about Invited Reviews is clear and accurate and supports hospitals in being open and transparent about surgical performance.
- Ensuring the consistency of branding and RCS identity across all products and materials.

2. Programme Management

Responsible for:

- Establishing annual Invited Review programme cycles, aligning these cycles with business plans (including delivering challenging operational targets for quality and timeliness)
- Regularly reviewing plans in light of service user and participant intelligence and feedback
- Developing Invited Review programme lifecycles and timetables to include initiating, scoping and design, planning, dependency identification, estimation, scheduling and resourcing, quality monitoring and review, and follow up.
- Managing the multiple Invited Review processes across a wide programme of complex, sensitive, demanding and high profile Invited Reviews – advising Medical Directors on RCS review services and their use, analysing new review requests, designing all types of unique and bespoke reviews, autonomously managing highly demanding review visits, highlighting and resolving urgent patient safety risks, producing high profile and sensitive invited review reports, and following up hospital senior management actions to ensure they address RCS recommendations
- Managing multidisciplinary and mixed staff/consultant/volunteer teams to achieve Invited Review programme objectives
- Managing the production of 10-14 high profile and sensitive Invited Review reports annually



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- Creating an engaged community of Invited Review panel members and Invited Review service users who have an exceptional experience with the RCS and act as ambassadors for the RCS Invited Review programmes and RCS Quality Improvement work
- Managing multiple Invited Review programme events and activities, Invited Review visits, “Induction, Orientation and Peer Learning” workshops and other related programme events
- Developing communication, awareness raising, and lessons learned from invited reviews content, and wider plans to maximise the value of – and learning from - Invited Reviews
- Stakeholder and service user mapping, management and engagement

3. Quality Monitoring and Improvement

Responsible for:

- Driving a culture of learning; facilitating and sharing lessons learned about invited reviews and best practice within and across the surgical and wider healthcare community with stakeholders
- Analysing evaluation data (feedback) from hospitals using the service, as well as invited reviewers delivering the service, monitoring quality, and taking action based on this feedback
- Regularly reviewing quality information with the Head of Invited Reviews, the IRM Chair, Speciality Association representatives and other Quality Improvement department personnel to ensure RCS invited review activities are completed in line with the College, and AoMRC’s guidance for quality, and take place within appropriate medical regulatory and performance management frameworks
- Agreeing and implementing quality improvement plans where improvements to the programme or content are needed

4. Invited reviewer engagement and development

Responsible for:

- Developing effective professional working relationships with invited reviewers, including surgical reviewers, lay reviewers, Speciality Association representatives on the Invited Review Oversight Group, the IRM Chair, Vice Presidents, and other senior Council members
- Establishing and maintaining regular communication with invited reviewers; building a community of invited reviewers, both surgical and lay
- Building invited reviewer capacity in line with business plans, and the varying annual profile of invited reviews, identifying trends in invited reviews being requested and areas where wider invited reviewer capacity is required
- Working with the Head of Invited Reviews to ensure there are sufficient peer reviewers with the relevant expertise to support the delivery of RCS invited review programmes
- Organising invited reviewer orientation, peer learning and development working with subject matter experts, leading on the delivery of specific areas of this work where required
- Supporting the recruitment of new invited reviewers, working with senior members of the Surgical Specialty Associations and other relevant organisations
- Managing improvement projects to further professionalise the role of invited reviewer



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5. Planning, Budget & Financial Management

Responsible for:

- Contributing to the business planning process for the annual Invited Review programmes
- Understanding the operational/business model and key drivers for the continued sustainability of the Invited Review programmes
- Monitoring expenditure and income and provide sound and knowledgeable commentaries on a monthly basis for management accounts purposes, highlighting variances as they occur
- Contributing to the team's forecasting process for future financial years

6. Leadership and Management

Responsible for:

- Managing a programme of 10-14 individual, service and clinical record reviews, annually
- Managing approximately 30-50 invited reviewers annually to deliver this programme of reviews
- Managing the interactions of senior clinicians during difficult and complex discussions of surgical performance. Applying discretion, sensitivity, and appropriate guidance about regulatory and healthcare performance management, focusing on risks to patients and ensuring they are reported to and addressed by the relevant hospital Medical Director.
- Line management responsibilities as and when required for leading specific programmes
- Share departmental operational responsibility during times of staff absence
- Attend and participate in relevant College committees and working groups and deputise for the Head of Invited Reviews as required

7. General

- The post-holder is expected to represent the College in a professional manner in relation to their responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Head of Invited Reviews and the Director of Research and Quality Improvement.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.

August 2024



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• Educated to degree level or equivalent experience	
Experience and skills	<ul style="list-style-type: none">• 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.• 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	<ul style="list-style-type: none">• Knowledge of healthcare management and regulatory systems and processes.



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	the role to undertake training and demonstrate learning.	
Technical competencies		
People and interpersonal skills	<ul style="list-style-type: none">• 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.	



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The post holder will also need to demonstrate the following values:

<p>Collaboration</p>	<p>We embrace our collective responsibilities working collaboratively and as one college.</p>
	<ul style="list-style-type: none"> • We work together, using our collective expertise and experience to effect positive change • We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments • We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
<p>Respect</p>	<p>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.</p>
	<ul style="list-style-type: none"> • We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others • We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
<p>Excellence</p>	<p>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</p>
	<ul style="list-style-type: none"> • We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve • We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work • We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

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.



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