

Senior Clinical Quality Administrator

Job Description

Responsible to	Quality Manager
Key working relationships	Quality Managers, finance team, other office staff, College Members and Fellows, members of relevant committees, Trust audit and governance staff, relevant staff from other Medical Royal Colleges, health organisations, government bodies and commercial organisations
Grade	4
Contract	Permanent
Job Purpose	<ul style="list-style-type: none">• To assist the Quality Manager in the work of the Quality Team, including supporting the work of the Quality Cluster and other relevant committees• To administrate the College's clinical Quality Improvement Programme• To administrate the Advisory Appointments Committee work as required• To administrate the College's Committee work

Key Responsibilities

Team admin

- To assist with administrative support for Committees where required.
- Proof reading documents
- Formatting documents for publication, following the branding and style guide
- Support the Quality Manager in the preparation of correspondence, reports, documents, and consultation responses.

Quality Team and Committees

- Provide administrative support to the committees in the Quality cluster
- Work with the Quality Manager and relevant Committee Chairs to prepare materials as required on work related to clinical quality and service design, as well as consultations.
- Liaise with the Website Officer to maintain and develop the content of the College website in relation quality, ensuring information is clearly displayed, accurate and up to date.

Quality Improvement Programmes

- Administer the College's national Quality Improvement Programme:
- Focus on inbox maintenance and answering queries to a high customer service standard
- Maintaining the database of Quality Improvement Programme contacts
- Annual registration of Quality Improvement Programme participants, including processing forms, requesting, and filing invoices
- Ensuring information about the Quality Improvement Programme is communicated to participants in a clear and timely manner
- Answering queries about the Quality Improvement Programme in a clear and timely manner
- Maintaining the Quality Improvement Programme website
- Supporting the preparation of Quality Improvement Programme reports.

Advisory Appointments Committee (AAC)

- Administer the AAC process:
- Maintain database of AAC specialty assessors and regional chairs
- Coordinate the review of consultant job descriptions in a timely manner
- Maintain database with regard to AAC requests and consultant recruitment outcomes, and communicate outcomes to the EMJ
- Ensuring information is communicated to Trusts specialty assessors in a clear and timely manner
- Answering queries in a clear and timely manner

Other

- Maintain detailed documentation of the administrative processes relevant to the post.
- Undertake such other tasks as may be reasonably expected within the scope and grade of the post at the request of College Management to ensure College objectives are met.

Values

Respect each other's experience.

We celebrate the rich diversity of the RCEM ecosystem - employees, members and stakeholders. We respect each other's experience, meeting each other with dignity and humanity at all times.



This comes to life when we:

- Each contribute actively to strengthening a culture where different perspectives are expressed, encouraged and heard.
- Treat colleagues, members and stakeholders as valued equals.
- Do our best to be present for each other, interacting in an open and transparent manner.
- Acknowledge & challenge inappropriate behaviours and practices, offering support and seeking solutions.

Act with integrity, always.

We hold ourselves to the highest ethical standards, fostering trust and transparency within our College and with our members.



This comes to life when we:

- Do what we say we will do, communicating clearly and openly.
- Take responsibility and accountability for our actions, celebrating when things go well and staying curious about how we can learn from mistakes.
- Demonstrate patience and flexibility, even when things don't quite go to plan.
- Commit to a strong work ethic, striving to produce high quality work that is consistently delivered on time.

Collaborate for growth.

We know that teamwork and initiative are the key to achieving our strategic aims, and we actively seek opportunities to work together and leverage our diverse perspectives.



This comes to life when we:

- 'Collaborate by default', continually looking for ways in which we can join forces with colleagues, members and stakeholders to meet the College's objectives.
- Pay attention to the quality of our relationships, cultivating connection and fostering a positive working environment grounded in respect and integrity.
- Ask for feedback, reflect on it and learn from our personal and collective experiences.

Innovate relentlessly.

We create the conditions for a culture of continuous improvement, nurturing creativity and the pursuit of new ideas to drive positive change within our organisation.



This comes to life when we:

- Identify creative ways to optimise our resources by planning ahead and anticipating organisational, operational and customer needs and demands.
- Anticipate and welcome change as an inherent part of a growing, evolving organisation, and meet this change with hope and optimism.
- Acknowledge the importance of psychological safety as a prerequisite for innovation, actively encouraging risk-taking and creating a 'no-blame' culture.
- Have the courage to step outside our comfort zones, learning new skills and trying new approaches.
- Prioritise sustainable solutions, with choices that are in the long term interest of the College and our organisational objectives.
- Embrace the value of automation, by refining and automating processes - personally and operationally - wherever possible, to improve efficiency and effectiveness.

Person Specification

Essential

Desirable

Qualifications

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| <ul style="list-style-type: none">• GCSEs or equivalent including English Language (minimum) and Maths | <ul style="list-style-type: none">• Educated to degree level or equivalent experience• Experience of clinical audit or quality improvement• Evidence of Continuous Professional Development |
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Practical experience

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| <ul style="list-style-type: none">• Administration in a professional office• NHS or healthcare background• Managing multiple work streams and prioritisation of work• Working to tight deadlines | <ul style="list-style-type: none">• Stakeholder engagement• Experience of minute taking |
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Skills

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| <p>Communication</p> <ul style="list-style-type: none">• Excellent verbal reasoning skills• Good written communication skills• Confidentiality <p>Computer skills including:</p> <ul style="list-style-type: none">• Word processing (Microsoft Office Word)• Spreadsheets (Microsoft Office Excel) | <ul style="list-style-type: none">• Website editing or management |
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Knowledge

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| <ul style="list-style-type: none">• Microsoft Office Terminology• Interest in clinical/medical matters | <ul style="list-style-type: none">• NHS Terminology |
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Personal Qualities

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| <ul style="list-style-type: none">• Good interpersonal skills• Self-motivated and innovative• Team player and effective at collaborative working• Attention to detail• Ability to prioritise and work to tight deadlines• Professional manner and appearance• Ability to work independently• A commitment to maintain high customer care standards• To be willing to learn from feedback | <ul style="list-style-type: none">• Ability to influence and motivate others |
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Policies & Guidelines

College Policies and Procedures

The post holder is expected to follow all College policies and procedures including those covered in the College HR manual.

Confidentiality

All employees are under an obligation to ensure that any information that he or she has access to, relating to RCEM business is kept confidential.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Risk Management

All staff have a responsibility to identify risks and report these to their line manager. In addition to report all accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Equal Opportunities

The RCEM is committed to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

Additional Information

This role profile is intended to provide a broad outline of duties that may be required and is not intended to be exhaustive. It is subject to review and amendment in consultation with the post holder in order to reflect changes in the pattern, organisation and development of the services required.

Organisation chart

