

Clinical Quality Officer

Job Description

Responsible to	Head of Clinical Quality
Key working relationships	Head of Clinical Quality, Clinical Quality Team, Internal RCEM Communications, Finance, membership and Website team, Committee members, College Members and Fellows, Customers, Trust and governance staff, relevant staff from other Medical Royal Colleges, health organisations, government bodies and commercial organisations.
Grade	3
Contract	Permanent
Job Purpose	To administer the Royal College of Emergency Medicine's Quality Improvement Initiatives under the Clinical Quality Team. These include, but are not limited to: GreenED, Quality Improvement Programmes, Better Basics, Better Care, Invited Service Reviews, Advisory Appointment Committees, and Clinical Quality Committees. The scope of these initiatives is subject to ongoing review to ensure alignment with organisational priorities and emerging needs. To support the Head of Clinical Quality and Senior Clinical Quality Officers in delivering this work.

Key Responsibilities

- Assist in the administration and dissemination of project documentation, guidance documents, toolkits, reports, data bases and risk registers.
- Monitor project progress and provide regular updates to the Clinical Quality Team and stakeholders.
- Support the Clinical Quality Team external communications.
- Support with customer service
- Administrate meetings within the Clinical Quality Cluster.

Administrative Support

- Organise meetings, including scheduling, preparing agendas, taking minutes, and following up on actions.
- Respond promptly to queries from internal and external stakeholders via email, telephone, and in meetings.
- Update and maintain the Clinical Quality team's website and portal.
- Assist with the administration of project documentation, including plans, reports, databases, and risk registers.

Committee and Working Group Support

- Provide administrative support for Clinical Quality committees and working groups.
- Prepare agendas, circulate papers, and ensure accurate minute-taking during meetings.
- Track actions and follow up with stakeholders to ensure timely progress.
- Coordinate communication between committee members, ensuring effective collaboration and engagement.
- Maintain accurate records of committee activities.

Stakeholder Engagement

- Act as a key point of contact for stakeholders, ensuring clear and effective communication.
- Assist stakeholders and Clinical Quality team staff with organising workshops, training sessions, and conferences.

- Collate feedback from stakeholders to inform future activities and improvements.
- Work with the Head of Clinical Quality and relevant committee chairs and directors to provide materials and reports as required.

Data Administration

- Support the collection, organisation, and analysis of data for Clinical Quality programmes.
- Assist in preparing reports and presentations for internal and external stakeholders.
- Ensure all data management complies with UK GDPR and organisational policies.

Other

- Liaise with the staff of medical colleges, health organisations, government bodies and other organisations to promote the College's aims and objectives.
- Travel in the UK as required for the development and pursuit of College objectives including attending College conferences.
- Maintain 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.

Act with integrity, always.

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

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.

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:

- 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.



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.



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.



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 Math's• Educated to degree level or equivalent experience | <ul style="list-style-type: none">• Formal training in clinical audit or Quality Improvement Programmes• A level or equivalent in Mathematics/Statistics• Statistics / data analysis degree or equivalent experience• 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 environment• Analysing and presenting statistical data• Organising committees including writing minutes• Managing multiple work streams and prioritisation of work• Working to tight deadlines• Stakeholder engagement | <ul style="list-style-type: none">• NHS background• Clinical audit and Quality Improvement |
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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 (including using formulas and producing graphs)• website management | <ul style="list-style-type: none">• Experience of report writing• Experience of research surveys |
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Knowledge

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

- Commitment to upholding the College Values
- 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
- Ability to influence and motivate others

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

