

Programme Manager – Clinical Quality Committees

Job Description

Responsible to	Head of Clinical Quality
Key working relationships	Engagement and External Affairs Directorate, Chief Executive, College President and Officers, other RCEM teams, Special Interest Groups (SIGs) and Professional Advisory Groups (PAGs), RCEM members and fellows, Committee Chairs, external stakeholders.
Grade	Level 2
Contract	Permanent
Job Purpose	The Programme Manager will lead the management, delivery and continuous improvement of a portfolio of national committees, sub-committees, special interest groups (SIGs) and professional advisory groups (PAGs) activity designed to improve the quality, safety, sustainability and culture of emergency care. This includes oversight and co-ordination of emerging topics that require a 'committee' structure to address subjects that impact the work of emergency medicine. The role will ensure all committees, sub-committees, SIGs and PAGs are strategically aligned, and deliver measurable outputs that impact or influence patient care, staff and emergency departments across all four nations.

Key Responsibilities

- Lead the management and oversight of specific committees, SIGs and PAGs
- Develop practical and achievable work programme plans
- Ensure delivery against agreed objectives
- Manage specific committee risks, issues and dependencies and escalate where appropriate to the senior leadership team Director and Head of Quality responsible for the Quality Cluster.
- Translate organisational strategy in delivery.
- Engage clinical leaders, committees and external stakeholders.
- Provide high-quality reports to senior leadership and Board.
- Manage the oversight of Terms of Reference (ToR) for the cluster and each committee, SIG and PAG ensuring there is continuity in the event of a Chair being unable to engage
- Manage resources, budgets and operational processes effectively.
- Provide leadership and direct line management to assigned Quality Officer(s) and administrative support staff

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

- | Essential | Desirable |
|--|---|
| <ul style="list-style-type: none">Degree level education or equivalent experience | <ul style="list-style-type: none">Project management qualification (PRINCE2, MSP, Agile) |
| <h3>Practical experience</h3> | |
| <ul style="list-style-type: none">Significant programme or project management experience.Experience delivering complex, multi-stakeholder initiatives.Experience in healthcare, medical education or similar environment | <ul style="list-style-type: none">Experience of accreditation or sustainability programmes |
| <h3>Skills</h3> | |
| <ul style="list-style-type: none">Strong programme delivery and organisational skills.Excellent stakeholder engagement and influencing skills.Strong analytical and problem-solving capability.Excellent written and verbal communication skills.Financial and resource management skills. | |
| <h3>Knowledge</h3> | |
| <ul style="list-style-type: none">Knowledge of programme and project management methodologies and best practice.Understanding of healthcare, medical education, accreditation, or sustainability-related programmes. | <ul style="list-style-type: none">Specialist knowledge of accreditation frameworks and sustainability initiatives |
| <h3>Personal Attributes</h3> | |
| <ul style="list-style-type: none">Strategic thinker with ability to translate vision into delivery.Highly organised with strong attention to detail.Collaborative and able to work across professional boundaries.Proactive, adaptable and solution-focused.Committed to improving patient care and system sustainability. | |

Practical experience

Skills

Knowledge

Personal Attributes

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.