

JOB DESCRIPTION

POST:	Head of Invited Reviews
GRADE:	4b
DEPARTMENT:	Professional and Clinical Standards
RESPONSIBLE FOR:	Invited Review Managers x 3 (Grade 3b), Invited Review Coordinator x 1 (Grade 2a)
RESPONSIBLE TO:	Assistant Director - Professional Standards

JOB SUMMARY

The Head of Invited Reviews will lead and manage the RCS' Invited Review service, overseeing the team's delivery of a programme of complex and sensitive invited reviews, ensuring that this work is completed to a consistently high standard, and underpinned by continuous service improvement activity.

This post is based in the College but will require frequent travel across the United Kingdom and out of hours work.

SPECIFIC DUTIES AND RESPONSIBILITIES

1 Invited review service delivery

- Oversee the delivery of an annual programme of invited reviews, meeting the needs of service users and ensuring work is completed to a high standard and in a timely way.
- Develop and deliver effective team operational systems and processes to ensure the delivery of excellent customer service by maintaining high levels of productivity and quality.
- Provide expert advice to healthcare organisation senior managers (such as Medical Directors and Clinical Directors) on issues relating to surgical performance (including individual/service) and best practice when commissioning, designing, and delivering invited reviews.
- Advise the Chair of the IRM, President and senior staff and trustees of the College and Specialty Association on the appropriate course of action in relation to performance/patient safety concerns.
- Quality assure invited review reports and other related correspondence to ensure that identifying risk of challenge and seeking legal advice where appropriate.
- Attend invited review visits, working with the Review team to ensure that visits are managed to a high standard and in line with College policies and procedures.
- Oversee the recruitment, induction and training of Invited Review panel members to ensure that a full and experienced panel is in place.
- Ensure appropriate governance processes are in place for the service and oversee and manage the work of the Invited Review Oversight Group.
- Develop and maintain positive working relationships with key internal and external stakeholders such as at other Colleges, surgical specialty associations, NHS and independent sector healthcare providers. Utilise these relationships to assist the team to deliver its work effectively.

2 Invited review service improvement

- Continuously review the service being provided and devise and implement improved processes for managing enquiries and requests for reviews, planning visits, producing reports, following up recommendations, and obtaining feedback from reviewers and service users.
- Raise awareness of the invited review service across the healthcare sector.
- Report key information about review activity to internal and external stakeholders.
- Analyse and report on the themes identified by invited review activity, using this information to inform improvements in surgical practice, and ensuring that the lessons learnt from invited reviews inform the development of future Professional and Clinical Standards work.
- Produce and publish reports and articles on the activity of the Service.

3 Budget management and business development

- Provide high quality budget management and ensure opportunities for invited review business development are maximised.
- Contribute to the College's annual business planning process and develop and manage the invited review team's annual budget.
- Keep under regular review the invited review team's processes for income generation, developing new business models for the service as required.
- Develop and diversify the work undertaken by the College's invited review service by identifying and exploiting opportunities for new business development.

4 General

- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.

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.

The Royal College of Surgeons of England is an Equal Opportunities Employer.

All College employees are responsible for records held, created or used as part of their work for the College including patient/client, corporate and administrative records whether paper-based or electronic, which also includes emails. Records should be managed and stored appropriately and should in all cases comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation. Employees should have read and understood the College's Data Protection Policy and Records Management Policy and should follow all agreed records management and data protection procedures, seeking advice where necessary.

PERSON SPECIFICATION

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RESPONSIBLE TO:	Assistant Director - Professional Standards

All of the following are essential unless otherwise stated.

Qualifications

- Educated to degree level or equivalent experience

Experience and Skills

- Experience working in a management position responsible for staff. Proven experience of dealing with the full range of day-to-day management issues.
- Experience in the public or health sector in a clinical performance assessment, medical performance management or external investigation field (desirable).
- Leading the delivery and development of complex programmes of work with a track record of meeting operational targets, and managing the audit, evaluation and implementation of changes required to improve services.
- Writing and quality assuring highly complex reports.
- Representing an organisation at a senior level at high profile meetings/visits to organisations, including proven experience of developing and maintaining engagement with a wide range of stakeholders.
- Facilitating the work of multi-professional teams/groups to deliver and develop comprehensive services or products.
- Excellent analytical skills including critically evaluating highly complex information.
- Providing a high standard of problem solving including thinking through options and making sound judgments/recommendations derived from an appropriate evidence base.
- Ability to take a flexible approach, working both as part of a team but also independently and autonomously within and outside of an office environment.
- Work under pressure and on own initiative.
- Being clear and concise in both written and oral presentation.

Financial Management and Business Planning

- Knowledge of business processes including project planning, financial analysis, risk management, and experience of planning and managing budgets.

People and interpersonal skills

- Highly developed negotiating and influencing skills.
- Ability to build consensus with a wide range of stakeholders.
- Experience of dealing with challenging individuals or situations whilst maintaining professionalism.

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

Diversity - we value *diversity* and treat each other with respect.

- I listen effectively and treat each person as an individual
- I value people with different skills, expertise and knowledge to myself
- I ensure that everyone I meet feels welcomed at the college
- I trust the people I work with and know they will work to their best ability
- I am inclusive and build good relationships with everyone I work with
- I take time to understand different views to myself for the sake of the college

Improvement - we seek continuous *improvement*, and improvement requires change.

- I use my expertise to question, challenge and improve the way we carry out our tasks
- I identify opportunities to innovate and present ideas to improve our products and service
- I am open and positive to new ideas and ways of working which help the college
- I adapt to change positively
- I help my manager communicate change to others
- I learn from my mistakes and do things differently as a result

Responsibility - we take personal *responsibility* for all we do.

- I set challenging goals for myself
- I deliver what I say I will deliver
- I take informed decisions which are within my control and hold myself accountable for them
- I take initiative and am proactive in all I do
- I constantly work to the best of my ability
- I work with integrity in the best interests of the College and its priorities

Collaborative - we are *collaborative*, both across the College and with our stakeholders across the world.

- I build positive relationships with the people I work with
- I work collaboratively with others to deliver exceptional performance
- I always work for the greater good of the College
- I highlight behaviours which are inconsistent with the College standards
- I consistently live the College values
- I involve others in key decisions I take at work

Prudent - we are *prudent* in our use of resources.

- I deliver excellent work and customer service with the resources available to me
- I am efficient with the resources I use
- I find effective solutions to problems
- I escalate issues quickly when resources are stretched
- I prioritise my work effectively
- I follow the rules at work so that I minimise risks to the College

Professional development - we are committed to personal **professional development** that benefits the individual and the College.

- I seek learning opportunities for my personal and professional development
- I support, encourage and help my colleagues to develop
- I put my learning into practice in my role
- I ask for regular and honest feedback on my performance and learn from what is said
- I create opportunities to share my knowledge within and across teams
- I know my areas of expertise and convey this with confidence to my colleagues

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting and selection. Failure to provide evidence of the required qualifications will result in the offer of employment being withdrawn.

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22 August 2019.