

Senior Project Co-ordinator, Acute Network

Reports to: Senior Improvement Specialist

Grade: D permanent post

Location: Flexible – London, Leeds, homebased

About NHS Confederation

The NHS Confederation is the membership organisation that brings together, supports and speaks for the whole healthcare system in England, Wales and Northern Ireland.

The members we represent employ 1.5 million staff, care for more than 1 million patients a day and control £150 billion of public expenditure. We promote collaboration and partnership working as the key to improving population health, delivering high-quality care and reducing health inequalities.

The NHS Confederation's Acute Network supports acute leaders in hospitals to exchange ideas, share experiences and challenges, and influence the national agenda. The Network supports engagement across acute hospitals and promotes effective system working.

About the Role

The post holder will be responsible for supporting the network's improvement work portfolio in order to create high quality member content, offers and events. The post holder will support the Senior Improvement Specialists in delivering member communities/collaboratives centred around specific improvement topics. This will be done through organising, tracking, monitoring and project managing the community groups and improvement work. They will have a key role in data analysis and presentation of findings in member forums and be the key contact with members to sense check quality and narrative of the data

The postholder works closely with colleagues across the NHS Confederation, building strong relationships with the communications, membership and events teams to deliver high quality, strategic member benefits aligned to the impact goals of the NHS Confederation.

Responsibilities

Key relationships

- Responsible for building strong relationships with acute members – senior leaders, clinical leaders and system leaders
- They will build connections with partner organisations and key stakeholders to discuss their data needs and understand improvement opportunities linked to them.
- Work closely with other networks within NHS Confederation on collaboration and joint improvement work as well as wider staff groups such as communications, events team and central policy team.

Member engagement

- Manage CRM contacts, groups and marketing lists ensuring information is up to date
- Support the central commercial team in identifying members that need re-engaging and identifying potential new members to help achieve the specific objective around income growth
- Work with the communications team to ensure timely and consistent communication of offers, successes and updates on improvement work is relayed to members
- Work with the senior improvement specialist to arrange engagement & improvement sessions with members
- Working with members to shape and supplement outputs from improvement data, including web articles, reports, webinars, and consultation responses

Events

- Organise and manage the operational functionality of improvement communities/collaboratives
- Assisting the team to manage and organise improvement events and conferences
- Ensure a smooth running of events (both virtual and face to face) through things like booking, briefing and liaising with speakers and AV/staging providers
- Providing follow up discussions with members on improvement data

Communication

- Assisting the communications lead to ensure content on social media promotes and showcases the network's improvement work
- Work with the communications lead to ensure all appropriate communications outlets are fully utilised e.g. bulletins, podcasts...etc.
- Ensure timely communication and updates with members involved in improvement communities/collaboratives takes place

Project Management

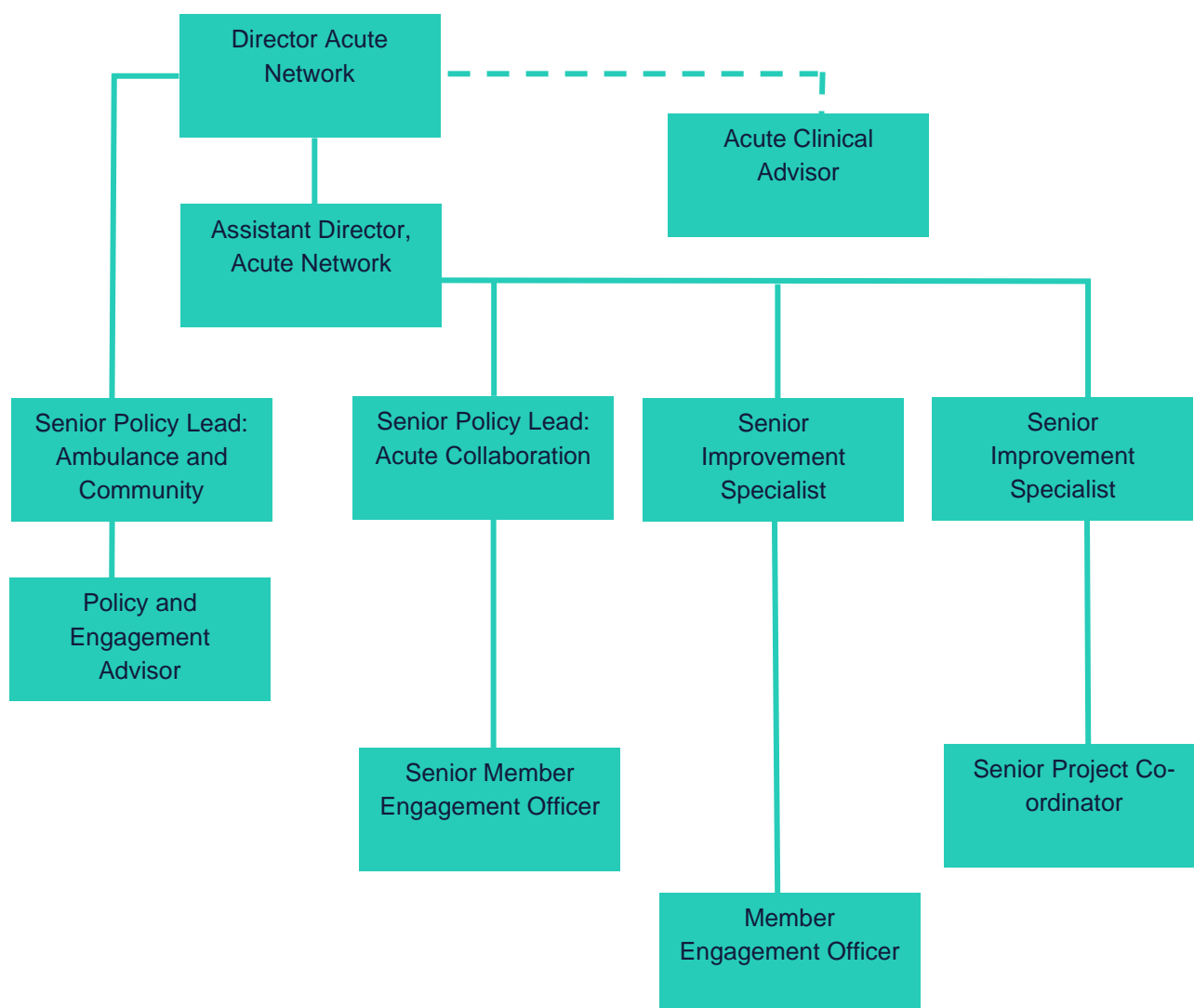
- Contributing to and maintaining overall project plans and providing support to the team to ensure effective delivery of improvement programmes

- Support the senior improvement specialist in improvement communities/collaboratives by ensuring minutes, action trackers and attendance management are on track
- Support the senior improvement specialist with highlight reports, tracking risks and measuring success (data/statistics)
- Support the senior improvement specialist in robust evaluation methods for improvement communities/collaboratives

Data led improvement

- To co-ordinate and present data summaries in specific improvement topic forums to allow members to have improvement-based discussions that are based on data evidence
- Providing accurate information on good improvement data practice across organisations and providing correlation between local/system level data and national context
- Researching possible causes/correlations to findings shown in data

Structural Chart



Person Specification

Essential criteria

- Experience of working with a wide range of stakeholders to deliver project-based work
- Excellent interpersonal and team working skills such as collaboration, communication and building relationships
- Ability to analyse, present and communicate data in a simple way to internal and external stakeholders, including using presentations and data visualisations
- Experience in data collection methods and presentation of findings to a wider audience
- Ability to effectively project manage a variety of activities using action trackers, project charters and forward planning key activity
- Excellent IT skills and understanding of the virtual/online tools for collaborative working
- Experience of organising, co-ordinating and setting up events/meetings/forums

Desirable criteria

- A good understanding of the NHS and in particular the acute sector
- Problem solving and working under pressure
- An understanding of improvement methods in healthcare
- The ability to maintain a contemporary understanding of issues facing our members and people who use acute services