

## Job Description and Person Specification

<b>Job Title</b>	<b>Quality Improvement Advisor</b>
<b>Directorate</b>	<b>Improvement</b>
<b>Department/Team</b>	<b>Leadership &amp; Quality Improvement</b>
<b>Location</b>	<b>Flexible</b>
<b>Grade</b>	<b>Band 8C / grade 3.3</b>
<b>Reports to</b>	<b>Senior Quality Improvement Adviser – Clinical Lead</b>
<b>Contractual notes</b>	

### Job Summary/Purpose

NHS Improvement is responsible for overseeing foundation trusts, NHS trusts and independent providers. We offer the support these providers need to give patients consistently safe, high quality, compassionate care within local health systems that are financially sustainable. By holding providers to account and, where necessary, intervening, we help the NHS to meet its short-term challenges and secure its future.

NHS Improvement is the operational name for the organisation that brings together Monitor, NHS Trust Development Authority, Patient Safety, the National Reporting and Learning System, the Advancing Change team and the Intensive Support Teams.

The Improvement Directorate is responsible for building long term improvement and leadership development capability across the NHS and supporting shorter-term improvements across core NHS standards for acute, community and ambulance trusts.

### ABOUT THE TEAM

Working at a national level, NHS Improvement's Quality Improvement Team promotes the development of well-led NHS providers aiming to build quality improvement capability within providers for the long term. It does this by:

- Providing quality improvement advice and support to trust boards and board members at a strategic level
- Sharing knowledge and best practice on quality improvement across the NHS in

England through the design and delivery of specialist events and the dissemination of tools, resources, programmes and professional networks to support continuous quality improvement.

- Working closely with other teams across NHS Improvement, the principal Arms' Length Bodies and other national bodies to coordinate quality improvement related policy direction and activities.

With the publication in October 2016 of the national strategic framework for improvement and leadership development, the QI team will focus on the spread and adoption of quality improvement resources (tools, guidance and training), the delivery of a range of quality improvement programmes for Chairs, CEOs, NEDs, Medical Directors and COOs, related resources for FT boards for developing capability in quality improvement across providers and commissioners.

### **JOB PURPOSE**

The Quality Improvement Advisor works alongside the Senior Quality Improvement Adviser – Clinical Lead and the Director of Leadership and Quality Improvement in providing quality improvement advice to NHS Improvement's regional teams and the leadership of NHS providers so that they are able to deliver the highest quality, best value healthcare for patients. To fulfil this challenging remit, the Quality Improvement Advisor will be required to quickly establish themselves as a credible, trusted advisor, build an understanding of providers' quality improvement needs and advise on effective improvement methodologies and techniques from other sectors to design and lead the delivery of programmes that support long-term capability building for quality improvement from a national perspective.

### **Key Accountabilities**

- Help to build the quality improvement capability of healthcare providers through:
  - working with one or more of NHS Improvement's regional teams and
  - developing national resources to be used by providers and local systems to support them to build capability in the areas of improvement and leadership. This includes working with the team's development advisors across both nationally available improvement and leadership development offers.
- Plan and lead multiple complex projects and / or project work streams at once, ensuring work is delivered to time and to budget.
- Develop and maintain effective working relationships with and between senior stakeholders and colleagues at regional and national level partners e.g. DoH, HEE, NHSE, NHS Providers in order to develop coordinated programmes.
- Conduct relevant policy, development and research projects contributing to NHS Improvement's priorities in relation to quality improvement e.g. undertaking quantitative and qualitative evaluation into the effectiveness of existing programmes, or conducting senior-level interviews and large-scale surveys to determine future requirements
- Communicate material to large senior audiences through presentations at national conferences, events held by NHS Improvement or our national partners,

<p>and articles in trade press e.g. HSJ</p> <ul style="list-style-type: none"> <li>• Interpret highly complex information and data (e.g. trust strategic and operational plans, complex and sensitive raw data returns from trust staff relating to the organisation's delivery of quality) from multiple sources such as NHS staff, partner organisations and academic experts in order to determine the most appropriate improvement action for NHS Improvement to take</li> <li>• Where more than one course of action is available and opinions of NHS Leadership, internal specialists and/ or external experts do not concur, make sound judgements and persuasive argument to reach agreement/acceptance</li> <li>• Communicate and advocate policies and performance improvement initiatives across NHS Improvement's directorates alongside supporting policy implementation as appropriate</li> <li>• Demonstrate NHS Improvement's competencies relevant to the role level and be a credible, senior ambassador for NHS Improvement across the NHS, national partners and other agreed stakeholders.</li> </ul>

<b>Role Dimensions</b>
<p><b>Key Relationships (External)</b></p> <ul style="list-style-type: none"> <li>• Provider Trust Boards</li> <li>• Other licence holders</li> <li>• NHS Leadership Academy</li> <li>• Care Quality Commission</li> <li>• NHS Providers</li> <li>• Department of Health</li> <li>• NHS England</li> <li>• Health Education England</li> <li>• Healthcare Financial Management Association</li> <li>• NHS Confederation</li> <li>• Education and training providers</li> <li>• NHS foundation trust governors</li> </ul>
<p><b>Key Relationships (Internal)</b></p> <ul style="list-style-type: none"> <li>• Clinical</li> <li>• Nursing</li> <li>• Regional Teams</li> <li>• Strategy and Policy team</li> <li>• Communications team</li> <li>• Legal Services team</li> </ul>
<p><b>Numbers and types of staff managed</b></p> <p>N/A</p>
<p><b>Budget Managed</b></p>

N/A – Budget holders are Director level and above, though project level expenditure and budget tracking is the responsibility of the development advisor. Project budgets range between £20,000-£500,000.

<b>Person specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Masters qualification in relevant subject or equivalent level of experience gained through professional experience at a senior level</li> <li>• Evidence of post qualifying and continuing professional development</li> </ul>	<ul style="list-style-type: none"> <li>• Membership of relevant professional body, if applicable</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience in leading quality improvement in healthcare</li> <li>• Demonstrable, substantive improvement science skills - particularly experience in one or more methodology inc Lean, Model for Improvement, Experience Based Design, Theory of Constraints.</li> <li>• Excellent understanding of the national level NHS landscape and an appreciation of the current context for board members and senior staff of local NHS</li> <li>• Experience of using recognised improvement methodologies and building capability for improvement</li> <li>• Experience of leading the development of relationships between system partners including Arm's Length Bodies and other national organisations</li> <li>• Experience in sharing best practice and guidance across organisations and the wider NHS system drawing on a multi-channel approach to</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of leading QI within a UK healthcare provider</li> <li>• Frontline clinical or operational experience gained in the NHS or other healthcare system</li> <li>• Experience in an operational management position within a provider organisation</li> <li>• Experience working and influencing teams and improvement across organisational boundaries</li> </ul>

	maximise dissemination and take-up	
<b>Skills, Abilities and Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to build credibility and influence senior audiences (executive directors, chairs and non executive directors) on highly complex topics</li> <li>• Ability to plan and lead multiple complex projects and / or project work streams at once, ensuring work is delivered to time and to budget</li> <li>• Ability to exercise sound judgement, maintain discretion and use initiative</li> <li>• Ability to deploy strong facilitation and negotiation skills when working across national bodies at a senior level, seeking to reach agreement and coordinate national policy direction and</li> <li>• Flexibility to adapt to a dynamic policy environment, changing work needs and support the wider team as needed</li> <li>• Strong problem-structuring and problem-solving skills as demonstrated in policy, strategy or research projects</li> <li>• Strong research skills</li> <li>• High level of analytical capability, in order to reach conclusions and make policy decisions based on available data and evidence, provided by the data analytics team or through primary research</li> <li>• Excellent organisational skills and ability to plan and manage policy studies to deadlines, focusing on the delivery of outcomes</li> <li>• A confident communicator with strong drafting and presenting skills, able to communicate confidently in front of large</li> </ul>	<ul style="list-style-type: none"> <li>• Networking and relationship-building with board members and senior stakeholders and comfortable representing the team and the organisation with external partners</li> </ul>

	<p>audiences of senior executives</p> <ul style="list-style-type: none"> <li>• Comfortable both working independently with minimal direction and as part of small multi-disciplinary teams, displaying interpersonal skills and utilising resources effectively and ensuring value for money in all project spend</li> <li>• Enthusiastic about building capability for improvement in the NHS</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• A flexible approach and readiness to work outside normal working hours if required and work away from home</li> </ul>	

This job description is provided as an outline of the key tasks and responsibilities and is not intended to be an exhaustive list.