Royal College of Anaesthetists

PQIP Coordinator

Directorate: Clinical Quality and Research

Reports to: Research Manager

Grade: 5

1.1   Job purpose

The purpose of this role is to coordinate the delivery, development, and general administration of the Perioperative Quality Improvement Programme (PQIP). PQIP aims to look at perioperative care of patients undergoing major non-cardiac surgery and measure complication rates, failure to rescue and patient reported outcomes. PQIP hopes to improve patient outcomes across the UK, reducing variation in processes of care and supporting implementation of best practice

1.2   Key tasks and responsibilities

Project Delivery or Participation
- Act as administrative lead to PQIP, providing day-to-day project coordination including system support for data collection platforms
- Develop, maintain, update and implement PQIP project plan and timetable, regularly updating line management with progress and slippages
- Serve as secretary for all PQIP-related, working parties and any ad hoc groups, including preparation of agendas and associated papers, taking minutes and coordinating, developing, owning and driving action points from each meeting
- Develop good working relationships with clinical leads, committee Chairs and members, including briefing them on various issues that may arise
- Prepare and deliver materials as required to support the project (statistics, presentation slides, web updates) and ensure relevant materials remain up to date
- Coordinate PQIP web tool development, implementation and updates, including ownership and coordination of the 'issue tracker'
- Coordinate research governance for PQIP, including substantial and non-substantial amendments to the study
- Implement internal and external communications for PQIP, including updates, newsletters and the project Twitter feed
- Manage PQIP correspondence and produce statements in support of the College's position on areas of this work for internal and external audiences
- Draft strategy proposals and public documentation, proofreading and work with internal and external contacts to rectify errors
- Keep meticulous records: Ensure all project documentation, meeting papers and associated information is labelled and kept securely; version control is maintained and comments and changes to documents are recorded clearly
- Coordinate any local training required for the project
- Be responsible for handing confidential project data and coordinating uploads to external platforms
- Capture all change requests and ensure the project team remain aware of these

Relationship Management/Customer Service
- Responsibility for liaison with other College directorates in support of PQIP work

- Oversee PQIP helpdesk and be proactive in dealing with user issues, coordinating the work of the Audit & Research Administrator handling the PQIP inbox
- Maintain and develop all stakeholder networks related to PQIP (e.g. local leads), including maintenance of up to date contacts lists and ensuring regular communication of the project's progress to all internal and external stakeholders
- Provide support to PQIP web-tool users, including managing all queries, capturing and logging user problems and proactively dealing with user issues
- Organise all Perioperative Medicine Programme events at regional and national level, both physical and virtual. Taking responsibility for the smooth running of the events in liaison with the relevant Facilities and Events teams
- Attend, represent and operate College stands at relevant events and conferences, both internal and external

People Management, Relationships and Team Working
- Build excellent working relationships with relevant departments within the College to support the development and dissemination of PQIP aims
- Provide support to the wider Research department and its projects as and when required
- Maintain a working knowledge of the ongoing work within the Research team and be able to answer queries on these if required
- Any other duties that might reasonably be required by the Research Manager, Head of Research and/or Associate Director of Clinical Quality & Research

1.3   Qualifications, skills, knowledge and experience

- Experience of managing a designated project or programme of work
- Experience of handling administrative work of a considerable variety and volume and prioritising successfully under pressure
- Experience of organising national meetings/events
- Experience of dealing professionally with a variety of internal and external stakeholders and the ability to form good working relationships at all levels
- Ability to work alone and use initiative, whilst also working closely and as part of a small team
- Excellent communication and interpersonal skills, including the ability to produce internal and external communications on complex issues in simple, jargon-free terms, with experience of document preparation and proofreading
- Experience of committee management and servicing
- Ability to form good working relationship at all levels and handle challenging people and situations with discretion, tact and diplomacy
- Willing to travel occasionally within the UK and work flexibly, when required
- Knowledge and experience of using online platforms such as MS Teams and carrying out online webinars
- Educated to 'degree' level or equivalent work experience

1.4   Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE: EXPERT
COMPETENCY: Empathy with the College and its business
DESCRIPTION: Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
• Applies knowledge of business to day-to-day activities • Understands team function and how it fits in overall College • Develops a team spirit • Applies a "can do" approach • Understands impact of own role on wider College functions (and vice versa)
Management
• Applies their professional expertise to the College • Thinks commercially • Acts as a College ambassador • Delegates fully and effectively • Develops, motivates and engages teams and individuals • Plans resources effectively • Leads by example
Strategic Leadership
• Champions key direction and strategy • Encourages and demonstrates entrepreneurialism and cross-College working • Encourages a high-performance culture • Understands impact of external changes on the College

VALUE: INCLUSIVE
COMPETENCY: Collaboration and Communication
DESCRIPTION: Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
• Is a team player, open to others' views • Adapts communication style to situation • Keeps others informed and updated • Willing to give and receive feedback • Listens and responds effectively • Values different perspectives
Management
• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard • Works with peers to influence effectively and consistently • Deals with conflict between individuals and teams • Works with partners to enhance the reputation of the College • Ensures transparency and credibility • Networks appropriately • Ensures and enables an inclusive culture

Strategic Leadership
• Articulates a shared vision
• Presents in an engaging manner
• Ensures conflict and risk is mitigated
• Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery
• Answers phones in a timely way
• Understands customer needs, stresses and pressures
• Understands impact of own actions
• Manages own time
• Meets and exceeds targets
• Does what they say they'll do
• Makes recommendations for improvements

Management
• Future-proofs
• Builds relationships
• Equips others to deal with customers
• Sets targets, ensuring they are met
• Ensures customer is aware of relevant College services and products
• Uses knowledge and expertise to ensure customer satisfaction
• Plans for the future to improve services

Strategic Leadership
• Knows competitors
• Addresses external conflict
• Focusses on the long-term
• Is aware of changes and impact on others
• Overcomes barriers to improvement
• Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery
• Acknowledges success and failure and learns from them
• Works on own initiative and finds better ways of doing things
• Acknowledges problems and suggests solutions
• Remains open-minded
• Adjusts to changing needs
• Is aware of self and others
• Contributes and adds value to operational plans

Management
• Encourages others to find solutions
• Creates an open forum for innovation

• Implements operational plans and manages risks
• Realises when things are going wrong and fixes them
• Maintains personal credibility

Strategic Leadership
• Approaches issues with fluidity and flexibility
• Makes improvements at a corporate level
• Implements solutions at a strategic level
• Welcomes innovation from colleagues and empowers them
• Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery
• Sets personal objectives which meet operational and strategic plans
• Adapts to changing priorities
• Analyses problems and resolves them
• Understands the impact of operational plans on own role
• Deals with colleagues fairly and consistently
• Keeps focused in the light of changing priorities
• Sets high personal standards

Management
• Puts operational plans into action
• Isn't afraid to make decisions
• Ensures right people, right time, right place
• Identifies new opportunities

Strategic Leadership
• Defines corporate vision and values
• Handles all matters with sensitivity
• Scans the horizon
• Develops strategy, taking into account all external drivers

Signature: ....

Name: ....

Date: ....