

# National Programme Lead

## Job Description

**Salary:** £38,955 – £40,346 per annum, plus benefits

**Band:** 4

**Contract period:** Permanent

**Reporting to:** Team Leader for National Programmes

**Division:** Service Delivery

**Location:** Oxford / hybrid working – office presence is required 1 day a fortnight, and up to full time at peak project times (approximately 2 x 1 month periods per year).

## About Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in the measurement and improvement of patient experience. Our mission is to make person-centred health and social care a reality for everyone.

Researching and measuring the experiences of patients, service users, and staff are key areas of our work. We develop and run surveys for a wide range of public and private healthcare organisations, as well as national bodies, voluntary sector organisations and international healthcare providers. Furthermore, we conduct original research using qualitative and quantitative social research methods to investigate issues related to people's experiences of care and organisations' efforts to improve services.

## Service Delivery Team

Service delivery provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care in order to improve its quality. The team works with a wide range of stakeholders, including providers, national bodies, academic institutions, and charities to develop and implement evaluation and improvement programmes that help to deliver person centred care.

## Purpose of the role

The National Programme Lead is a responsible, demanding, and pivotal position, which offers the opportunity to work at the centre of service delivery. This role will lead on the development and implementation of the charity's large scale multi-stakeholder programmes of work. Currently this work profile includes programmes such as the Adult Cancer Patient Experience Survey and the Under 16 Cancer Patient Experience Survey (delivered on behalf of NHS England), the NHS Staff Survey as an approved contractor, the CQC patient survey programme as an approved contractor

and Picker's large scale offers relating to wider national/international work programmes such as the Patient Friends and Family Test and National Quarterly Pulse Survey.

The post holder will be required to deliver programme requirements including design and development to ensure that they meet and deliver the needs of the client, stakeholders and beneficiaries.

The post holder will need to support the Team Leader for National Programmes in the development and improvement of the standard processes for these programmes. This largely involves ensuring that the projects are managed efficiently and successfully. Many of the duties and responsibilities of the role will have to be completed to tight deadlines whilst managing uncertainty, particularly from third parties, and the post-holder will need to use their initiative, balanced with a keen sense of the extent of their personal authority.

## Duties and responsibilities

- Continually use project scheduling, resource planning/management and control tools to manage projects plans, resources, work hours, budgets and expenditures across a busy portfolio, in a matrix working environment. Regularly use the same tools to ensure consistent and timely programme delivery and management data, providing well-maintained and accurate reporting.
- Ensure that the needs of clients, stakeholders and beneficiaries are met by applying the core principles of quantitative research (e.g. service evaluation within a market research context) when designing and developing programmes.
- Build and maintain relationships with new and existing clients, external stakeholders, partners, and collaborators to ensure the organisation understands its clients' current and future needs and clients remain up to date with the products and services available.
- Provide timely and high quality supervision to those engaged in the delivery of project work, ensuring that they understand what is expected, deliver what is required and do so in a way that complies with Picker's quality assurance processes and behavioural norms. These may include Picker colleagues, temporary workers, freelancers, external partners, etc.
- Provide confident professional advice and recommendations to colleagues, clients and stakeholders enabling the design and delivery of national programmes to the highest standards.
- Engage with relevant stakeholders including colleagues, clients, patients/service users, service providers, project advisory group members and other partners as appropriate, to seek advice and information to inform methodological decisions
- Work with the Insight and Data Science teams to analyse and interpret descriptive data for the presentation of summary findings to colleagues, clients and stakeholders to enable informed decision making.
- Effective briefing and management of partners at key project stages to ensure the timeliness and quality of their work within agreed budgets.
- Work with the Team Leader for National Programmes to lead the ongoing development, maintenance and improvement of standardised processes and assets to support the effective and timely delivery of national programmes.

- Effectively and accurately communicate relevant summary project information to the wider organisation as and when requested.
- Track the progress and quality of work being performed by colleagues, taking the initiative to tackle and solve issues at the point of identification as appropriate and possible.
- To support in the development and embedding of a client excellence model across Service Delivery.
- Leading the systematic and routine collection and utilisation of customers experience data to drive improvements in service quality.
- Assist in preparing proposals, tenders and quotations, coordinating input from colleagues as required, ensuring that all documents are accurate and produced to agreed standards and timescales.
- To support the preparation of monthly and annual financial and management data.
- Proof reading reports and other outputs occasionally and as required.
- Responding to calls from clients, e.g. NHS trusts and national bodies.

## General Duties

- Contributing to the work of Picker by:
  - Fully engaging and participating in the achievement of Picker’s aims and objectives.
  - Advocating new approaches, processes and methods to enhance Picker’s performance.
  - Promoting the sharing of knowledge and communications across teams within Picker.
- Ensuring compliance with all company policies, internal working practices & external regulatory requirements on data protection and ethical standards (e.g. Quality Assurance Framework, Data Protection Act, UK GDPR, ISO 27001, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties, as requested by line manager.

## Person Specification

Experience, knowledge and understanding	
Demonstrable experience in managing complex research projects (e.g. service evaluation within a market research context or equivalent) involving internal and external stakeholders	E
Demonstrable experience of managing project timetables, including reviewing capacity and progress and amending plans to address changing requirements	E
Familiarity with and understanding of the core principles of quantitative research (i.e. understanding of the key considerations when designing questionnaires or deploying appropriate survey modes for large scale evaluations)	E
Significant experience of developing and maintaining relationships with clients, external stakeholders, collaborators, partners or subcontractors/suppliers	E
Experience of managing resource and supervising staff to enable them to contribute their skills and experience to work projects in the most timely and effective way	E

Understanding of the principles of confidentiality, data protection and ethical standards	E
Understanding of the principles of corporate governance	D
Experience of proof reading business or research documents	D
Experience of collating information for or writing formal tender documentation or research bids	D
Experience of budget management	D
Experience or knowledge of the health/social care/charity sectors	D
Experience of implementing process standardisation methods (e.g., Lean, Six Sigma)	D
Experience of providing quality management information to support role and team success	D
<b>Skills</b>	
Impeccable customer service skills in a business environment	E
Demonstrable leadership skills, with the ability to lead projects through to successful completion	E
Excellent oral and written communication skills, using a variety of media and with a range of internal and external stakeholders	E
High level of IT proficiency in Windows and Microsoft Office (including Microsoft Word, Excel, PowerPoint, Teams and Outlook)	E
Highly numerate and confident in dealing with quantitative data including management and financial information	E
Ability to work collaboratively with staff across different levels both with customers and within Picker and, where necessary, with external suppliers	E
Excellent grasp of the English language in a business context	E
Ability to apply innovative thinking when collaborating on new research methodologies that could be beneficial to the organisation and its clients	D
Experience of using any of the following specialist software packages: Qualtrics, ClickUp	D
<b>Personal Qualities</b>	
Flexible and facilitative working style	E
Strong organisational skills with a methodical approach and excellent attention to detail	E
Ability to prioritise multiple demands and work to deadlines	E

Empathy with Picker and its aims	E
<b>Qualifications</b>	
Qualified to degree level or equivalent professional experience	E

**E = essential D = desirable**

***This job description is not contractual and is liable to change over time.***

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact Nicola Porter by email; [nicola.porter@pickereurope.ac.uk](mailto:nicola.porter@pickereurope.ac.uk)

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