

National Programme Administrator

Job Description

Salary: £23,188 - £24,910 per annum, pro rated.

Job type: 30-37.5 hours per week, ideally over 5 days but open to discussion.

Contract period: Permanent and Fixed Term Contracts

Reporting to: National Programme Leads

Team: Service Delivery

Location: Oxford/hybrid.

Note: These roles are required to work full time from the office for the first three months of employment as part of the induction and training process. The roles also work up to full time from the office during busy periods. Hybrid working is possible outside of these periods in line with our Remote and Home working policy. More information can be provided during the interview stage. Please ensure you are able to commute easily to the offices in Cowley before applying for the role.

About Picker

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

The Service Delivery Team provides tools and services that increase peoples' ability to understand, measure and act upon experiences of care 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

National Programme Administrators support a team of National Programme Leads in the running of multiple national survey programmes through standard project management processes.

National Programme Administrators bring enthusiasm in providing clients with excellent customer experience whilst working within a team-oriented environment applying their own initiative and working independently within set guidelines to meet delivery targets.

This role will assist with the implementation and delivery of the charity's large scale multi-client programmes of work. Currently this work profile includes programmes such as the;

- NHS England & Improvement's Adult National Cancer Patient Experience Survey and the Under 16 Cancer Patient Experience Survey
- NHS Staff Survey
- CQC's national patient survey programme as an approved contractor
- Picker's large scale offers relating to wider national programmes such as the National Quarterly Pulse Survey

Duties and responsibilities

- Client and project management tasks to support the successful delivery of survey programmes, including:
 - Resolving and actioning client queries, front-line communication with clients, including escalating where necessary
 - Building of surveys within software packages, use of bespoke software packages to build surveys
 - Liaising with clients to launch surveys across the health care industry with the use of in-house survey platform.
 - Collaborate with internal departments to ensure a consistent approach
 - Verification, validation, and control of data files with compliance to UK GDPR, using automated processes.
 - Building relationships and developing good customer service.
 - Monitoring project progress.
 - Maintaining good project documentation to ensure compliance with highest quality standards.
- Working collaboratively within the team and external partners to successfully complete service delivery to the highest standards.
- Ensure all surveys and other documentation are published in accordance with company working practices, internal working practices and external regulatory requirements.
- Ensure that data is collated accurately, stored, communicated and analysed in compliance with all organisational policies, internal working practices and external regulatory requirements.

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker’s aims and objectives
 - Developing new approaches, processes and methods to enhance Picker’s performance
 - Promoting the sharing of knowledge and communications across teams within Picker; working closely with other teams to deliver projects and promote the use of survey findings.
- Ensuring compliance with all company policies, internal working practices and external regulatory requirements (e.g. Quality Assurance Framework, Data Protection Act, ISO 27001, ISO 20252, and MRS Code of Conduct).
- Other reasonable duties as requested by line manager.

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

Person Specification

Experience, knowledge and understanding	
Experience of maintaining and managing existing client relationships. (e.g. customer service or client management)	E
Experience of organising and maintaining accurate records	E
Ability to confidently manage sensitive/confidential data	E
Project management experience and/or knowledge of project management principles and systems	D
Experience of deploying online or postal surveys.	D
An understanding of ethical and data protection standards.	D
Interest in social or healthcare research or market research.	D
Skills / Abilities	
Ability to work efficiently to short deadlines on multiple projects.	E
Self-motivated and resourceful with a willingness to adopt a ‘hands-on’ approach to get up to speed quickly.	E
Have excellent attention to detail.	E

A collegiate working style – able to work with staff at all levels across the team and external clients.	E
Strong communication and writing skills.	E
Proficient IT literacy with good competency in Microsoft Word, Excel, PowerPoint and Outlook.	E
Qualifications	
Relevant experience gained through work or academic studies	E

E = essential D = desirable