

# Team Leader for Picker Programmes

## Job Description

**Salary:** Band 3 (£48,230 - £55,120 per annum)

**Job Type:** Full time

**Contract period:** Permanent

**Reporting to:** Head of Service Delivery

**Team:** Service Delivery

**Location:** Oxford / hybrid working (Picker operate a flexible hybrid office/remote working policy however this role may be required to attend the office as required, depending on work activities)

## 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. Our vision is person centred care for all, always. Picker HWA is a subsidiary of Picker Institute Europe.

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 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 Team Leader position 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, coordination, and oversight of Picker's programmes of work across a range of clients from the private, public and third sectors. Currently this work profile includes programmes with clients such

as private hospitals, NHS hospitals, care homes, international health and care charities and life sciences organisations.

The post holder will be required to ensure programme requirements from design and development to resourcing and implementation are conducted to the highest standard, meeting the needs of clients, stakeholders and beneficiaries across all Picker's relevant programmes.

The post holder will be accountable, responsible and have the authority for the development and improvement of the standard processes for these programmes. This involves ensuring that the projects are managed efficiently and successfully whilst delivering excellent customer service. 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

- Be the accountable leader for the successful delivery of all programmes to the required quality standards and budgets.
- Lead the team's business development and marketing initiative, creating a high-quality pipeline of new and follow-on income/impact opportunities. Effectively using Picker's matrix structure to ensure appropriate resources and skills from across the organisation are deployed to secure a high bid/win ratios and business development targets are met.
- Ensure that the needs of clients, stakeholders and beneficiaries are met through the appropriate application of best-in-class research principles and insight generation.
- Embed a client centred mindset and culture across the team(s) ensuring this is coupled with an account management approach that delivers long term client relationships that demonstrate year on year growth.
- Lead 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.
- 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 to internal and external stakeholders.
- Lead the ongoing development, maintenance and improvement of standardised processes and assets to support the effective and timely delivery of national programmes.
- 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.
- Support the team(s) to 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, with a particular focus on the programme leads for each programme 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.
  - This would include ensuring effective training and supervision is deployed for 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 programmes to the highest standards.
- Engage with relevant stakeholders including colleagues, clients, patients/service users, service providers and other partners as appropriate, to seek advice and information to inform methodological decisions.
- Ability to analyse and interpret descriptive data and present summary findings to colleagues, clients and stakeholders to enable informed decision making.
- Lead the effective briefing and management of partners at key project stages to ensure the timeliness and quality of their work within agreed budgets.
- Effectively and accurately communicate relevant summary project information to the wider organisation as and when requested.
- To support the Head of Service Delivery and the Executive Team in the development and embedding of a client excellence model across Service Delivery.
- Leading the systematic and routine collection and utilisation of customer experience data to drive improvements in service quality for utilisation by stakeholders at all levels of Picker.
- To support the preparation of monthly and annual financial and management data.
- Proof reading reports and other outputs occasionally and as required.
- To be an escalation point for customer and colleague queries ensuring an effective and timely resolution to queries

## 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, 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 projects involving team leadership, alongside the management of a wider range of internal and external stakeholders	E
Demonstrable experience of managing project timetables, including reviewing capacity and progress and amending plans to address changing requirements	E
A deep 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) alongside creating insight led reporting outputs that support quality improvement initiatives	E
Significant experience of developing and maintaining relationships with clients, external stakeholders, collaborators or partners	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 and data protection	E
Understanding of the principles of corporate governance	D
Experience of proof-reading business or research documents	D
Experience of success in the development and conversion of a new business pipeline (including bid writing and management)	E
Experience of budget management	E
Experience or knowledge of the health/social care/charity sectors	D
Experience of process standardisation methods (e.g. Lean, Six Sigma)	D
Experience of managing relationships with subcontractors and/or suppliers	E
Experience of providing quality management information to support role and team success	E

<b>Skills</b>	
Ability to apply innovative thinking to identify how new research methodologies could be beneficial to the organisation and its clients	<b>D</b>
Impeccable customer service skills in a business environment	<b>E</b>
Demonstrable leadership skills, with the ability to lead projects through to successful completion	<b>E</b>
Excellent oral and written communication skills, using a variety of media and with a range of internal and external stakeholders	<b>E</b>
High levels of IT literacy, especially in Microsoft Word, Excel, PowerPoint, Outlook and Dynamics	<b>E</b>
Ability to demonstrate high levels of attention to detail	<b>E</b>
Highly numerate and confident in dealing with quantitative data including management and financial information	<b>E</b>
Ability to work collaboratively at corporate and departmental levels and, where necessary, with external suppliers and contacts	<b>E</b>
Excellent grasp of the English language in the business context	<b>E</b>
Experience of using any of the following specialist software packages: Qualtrics, ClickUp	<b>D</b>

<b>Personal Qualities</b>	
Flexible and facilitative working style	<b>E</b>
Strong organisational skills with a methodical approach and excellent attention to detail	<b>E</b>
Ability to prioritise multiple demands, and work to deadlines	<b>E</b>
Empathy with Picker and its aims	<b>E</b>

Qualifications	
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 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 the HR team by email; [hr@pickereurope.ac.uk](mailto:hr@pickereurope.ac.uk)