

Job Description

Head of Implementation

Reports to: Director: Implementation, NHS Race and Health Observatory

Grade: B

Location: Agile with some travel within the UK

About the Organisation

The NHS Race and Health Observatory ('the Observatory') is an independent organisation, set up to explore ethnic inequalities in access to healthcare, experiences of healthcare, health outcomes, and inequalities experienced by Black and minority ethnic members of the health and care workforce. In doing so, it assesses aspirations in these areas as outlined in national healthcare policy, including those set-out in the NHS Long Term Plan. It is a proactive investigator, providing strong recommendations that inform policymaking and facilitate change. It is evidence-driven and solution-focused.

The Observatory is supported by NHS England and is hosted by NHS Confederation. It's board and team are independent, and we dictate our own direction and areas of focus. The Observatory has three main functions:

- Facilitate new, high-quality, and innovative research and evidence
- Make strategic policy recommendations for change
- Support the practical implementation of those recommendations

About the Role

The Head of Implementation leads the Observatory's implementation programme. The postholder is responsible for leading the delivery of implementation projects that will enable the

NHS, and where agreed, other partners, to implement the Observatory's evidenced recommendations, and other practical actions, to purposefully address racial and ethnic inequalities in health, including within the workforce.

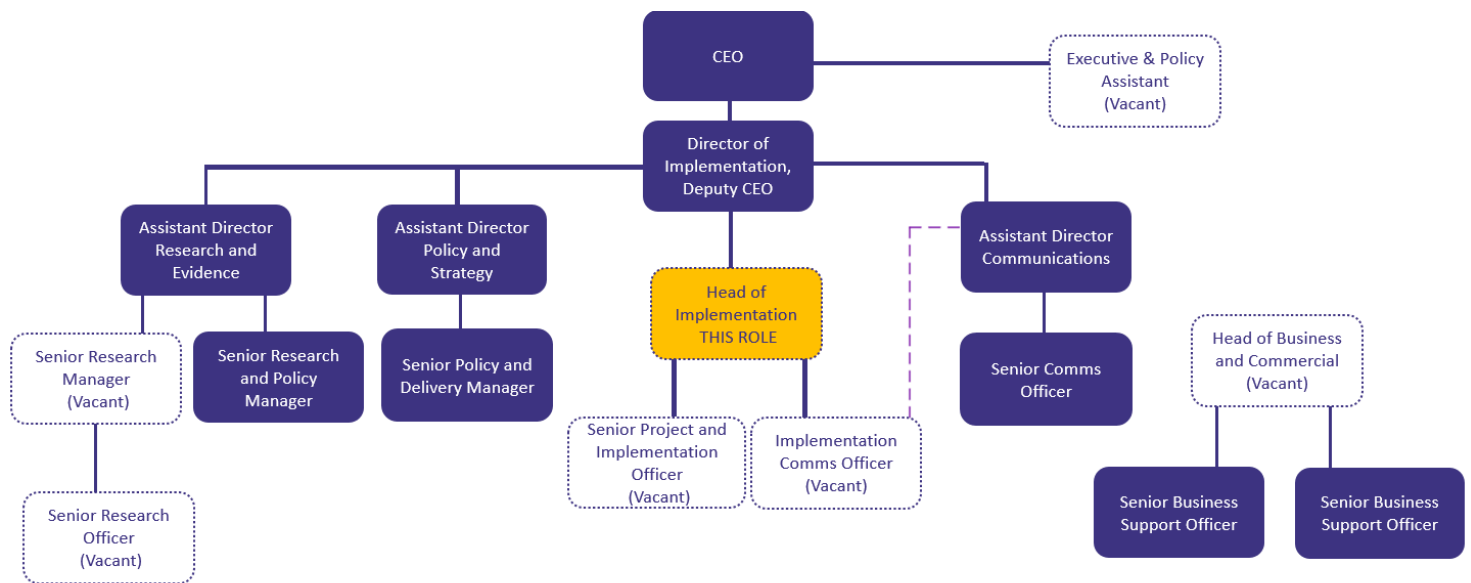
The Head of Implementation works with members of the Implementation team and wider Observatory team to develop and deliver the Observatory's implementation offer, including anti-racism focused quality improvement; and activities around community engagement, analysis and thought leadership, that will feed-into the Observatory's support offer for integrated healthcare systems.

The postholder works closely with the Director of Implementation and other members of the NHS RHO team to facilitate development and deployment of innovative new models, and an income-generating Observatory consultancy offer.

Responsibilities

- Lead the operational delivery of the Observatory's Implementation programme.
- Work with colleagues across the organisation, and other key stakeholders, to facilitate effective implementation of recommendations from RHO reports.
- Lead on the day-to-day management of implementation of RHO recommendations, working with project leads and other team members to drive and document impact.
- Develop and manage the Observatory's benefits register and contribute regularly to reporting, including preparing reports for the RHO Board.
- Work with the Director of Implementation to develop, and subsequently manage, the Observatory's wider implementation strategy, including working with team members to develop and deliver a consultancy service for integrated care systems.
- Lead the day-to-day management of Learning and Action Network pilot programmes, including developing and delivering session content and working with colleagues to identify and capture learning from the programme to support development of an anti-racism focused improvement and implementation offer.
- Coordinate activities to convene internal and external stakeholders at national and international level, to progress development of the RHO Implementation programme and offer.
- Prepare papers, presentations, short reports and briefings for the Director of Implementation – often making informed, strategic decisions on content.
- Line manage members of the Implementation team.
- Perform other related work as may be required and is commensurate with the grade.

Structural Chart



Person Specification

Essential Criteria

1. Experience of managing delivery of successful complex large-scale transformation projects and programmes in healthcare
2. Excellent communication skills – both written and oral with confidence in facilitation and dealing with people at all levels, including senior leaders and executives
3. Significant and demonstrable experience of applying improvement methodologies
4. Sound understanding of research methods and evaluation techniques
5. Well-organized with excellent attention to detail and an ability to be responsive and agile in a rapidly changing environment and experience of working independently with minimum supervision.
6. Experience of line-management and supporting colleagues professional development and excellent organisational and team-building skills
7. Experience of managing relationships in a proactive manner with a range of different stakeholders

Desirable Criteria

1. Prince2, MSP or equivalent experience for the management of complex programmes and projects
2. Some experience of improvement coaching techniques
3. Evidence of continued professional development
4. Some experience of business development
5. Working knowledge of contemporary health, race and equality policy, service delivery challenges and of the healthcare structure in England and a good understanding or experience of working in the NHS or Public Health sector