

Job Description

Post	Clinical Practice Senior Officer (permanent, full-time)
Job Ref	S/20
Location	Flexible
Department	Lived Experience and Clinical Practice
Reporting to	Clinical Practice Programme Manager
Responsible for	This post has no direct reports

Job Summary

The post holder will contribute to the delivery of the Clinical Service Excellence Programme (CSEP) accreditation programme for hospitals. CSEP is designed to influence clinical practice and drive equity of care for myeloma patients by supporting hospitals to deliver a high-quality, patient-focused service. The programme enables hospitals to recognise and celebrate achievements, identify areas for development and share examples of best practice.

As a member of the Lived Experience and Clinical Practice Directorate, the Clinical Practice Senior Officer will contribute towards the planning and delivery of the business's operational and departmental plans.

Key Deliverables

Clinical Service Excellence Programme

- Deliver and evaluate the CSEP programme to ensure that all components are tailored to the needs of haematologists, nurses and allied healthcare professionals and facilitate improvements in patient-focused care
- Facilitate, lead and conduct the assessment processes
- Support hospital teams to attain the necessary benchmark of excellence required for CSEP accreditation/re-accreditation
- Establish partnerships with willing hospitals to facilitate shared practice work. Contribute to writing and editing of shared practice articles.
- Identify target hospitals to recruit onto the CSEP programme. Contribute creatively to the marketing and promotional strategy to improve both reach

and engagement.

- Lead on an identified stream of CSEP work and ensure relevant pieces of work are delivered, evaluated and reported on, including the outputs and outcomes, as per agreed plans, KPIs and impact measure requirements
- Work with a range of external stakeholders to achieve maximum impact for CSEP. This requires focused networking and the assimilation and dissemination of relevant information and data to advance the programme
- Take responsibility for the annual review and update of identified elements of the CSEP programme
- As required, review and update information and materials on the CSEP platform, including the CSEP website, online components, SOPs and informative materials
- Collect monthly KPI data to monitor performance and evidence the impact of CSEP on myeloma care. Ensure deadlines are met and any delivery and implementation of plans and activities are done to the highest standards and to agreed budget.
- Prepare and present regular updates and/or reports to highlight the progress of agreed project deliverables
- Work closely with the Marketing & Communications Team to further develop publicity and communications strategies for CSEP. This includes the use of web stories, articles and social media to showcase activities/impact.
- Assist the Clinical Practice Programme Manager with programme and project planning, implementation, evaluation and reporting

Other Clinical Practice team activity

- Represent the Clinical Practice team internally and Myeloma UK externally. To include attendance and contributions at conferences and relevant meetings and events.
- Collaborate within the Lived Experience and Clinical Practice Directorate and across the organisation to maximise opportunities for Myeloma UK activities to achieve directorate and cross-department objectives
- Work with the Clinical Practice Programme Manager on a targeted range of HCP projects and initiatives, and assist with the day-to-day running of the programmes, as required. This may include
 - Communicating with clinicians and external stakeholders
 - Report writing, development of marketing materials, case studies and development and evaluation of resources for HCPs

- Liaising with colleagues to ensure that myeloma information is kept up to date and information is proactively distributed to HCPs
- Raising awareness of all issues faced by myeloma patients and their families

General responsibilities

Continuous improvement, developing new skills, adhering to organisational quality standards, and teamwork underpin all roles at Myeloma UK

- Adopt the Myeloma UK principles of quality management and Myeloma UK values
- Be attentive to and implement organisation style and brand guidelines
- Participate in team meetings and work together with colleagues to maintain and improve knowledge and skills
- Act as a source of information and support to colleagues throughout the organisation
- Build productive working relationships with external advisers to maintain and enhance their commitment to Myeloma UK
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role
- This role will require some essential travel throughout the UK and sometimes work outside normal business hours, therefore the post holder must be willing to travel. Regular travel to Edinburgh, if based elsewhere, will be required
- Undertake such work as may be appropriate to the post

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of Myeloma UK at any time after discussion with the post holder.

Person Specification

Area	Essential	Desirable
Qualifications & Experience	<ul style="list-style-type: none"> • Educated to degree level • Experience of delivering pieces of work to time, budget and standards agreed • Experience of writing reports and giving presentations • Evidence of building effective relationships and working collaboratively to deliver objectives • Experience of project planning, preparing business cases and developing marketing materials 	<ul style="list-style-type: none"> • Science or healthcare related qualification • Experience of working with the NHS and/or with HCPs to deliver projects • Experience of working in the charity sector • Research experience • Scientific or medical writing experience • Experience of working on cancer and/or myeloma-type projects
Knowledge	<ul style="list-style-type: none"> • Understanding of accreditation processes or other quality systems • General health and cancer knowledge 	<ul style="list-style-type: none"> • Understanding of the NHS landscape and current policy environment, including in cancer care • Knowledge of myeloma and related conditions
Skills	<ul style="list-style-type: none"> • Strong organisational skills • Ability to research topics and identify key information • Excellent verbal and written communication skills • Demonstrable problem-solving skills and attention to detail • Good IT skills and ability to use Microsoft Office 	<ul style="list-style-type: none"> • Ability to write for an HCP audience • Able to use Raiser's Edge database and/or WordPress content management system
Personal	<ul style="list-style-type: none"> • Availability to travel regularly across the UK as required • Willingness to work outside the normal office hours as required • Self-motivated to learn and build specialist knowledge • Dedicated team player • Commitment and desire to make a difference for myeloma patients and their families 	

Terms and Conditions

Post	Clinical Practice Senior Officer (permanent, full-time)
Salary	£35,097 - £37,774
Hours of Work	<p>The standard working week comprises 35 hours, Monday to Friday. Myeloma UK operates a flexitime scheme and details will be provided by the Head of HR and Operations.</p> <p>The post holder will be expected to assume duties outside working hours to support the delivery of their role and the operation of the organisation when required.</p>
Probation period	Three months
Holidays	Full-time holiday entitlement is 30 days per calendar year, plus 6 public holidays.
Pension scheme	Myeloma UK complies with its auto-enrolment obligations and offers a 7% pension contribution to all staff.
Premises	Myeloma UK head office is situated at 22 Logie Mill, Beaverbank Business Park, Edinburgh, EH7 4JG.