



# Clinical Governance Lead

## Ref 041684

Job Pack  
January 2020



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# Welcome to NHS 24

Thank you for your interest in this position.

This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24.

Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person centred services to the public of Scotland.

We are proud to employ 1600 staff across our centres in Scotland. As the Director of Workforce, I am committed to ensuring that NHS 24 is a great place to work. Our staff are our greatest asset who deliver high quality safe and effective care to our patients.

I am committed to putting our staff at the centre of everything we do and to working to a common set of values to guide the work we do, the decisions we take and the way we treat each other. Our values are: care and compassion; dignity and respect; openness, honesty and responsibility; and quality and teamwork.

If you would like to be part of our team and feel you have the skills and share our values, I would be delighted to hear from you and welcome your application.

**David Miller**  
Director of Workforce, NHS 24



## Reference Material

You can find more information about NHS 24 and our services at:

[About NHS 24](#)

[NHS 24 Services](#)

[Key Documentation](#)

# Our Organisation

NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

## Our Services

As Scotland's national telecare and telehealth organisation, we're at the forefront of pioneering new and innovative ways of working. It might surprise you to know that we're not just a phone service, we increasingly engage with people in Scotland through our websites, social media and webchat.

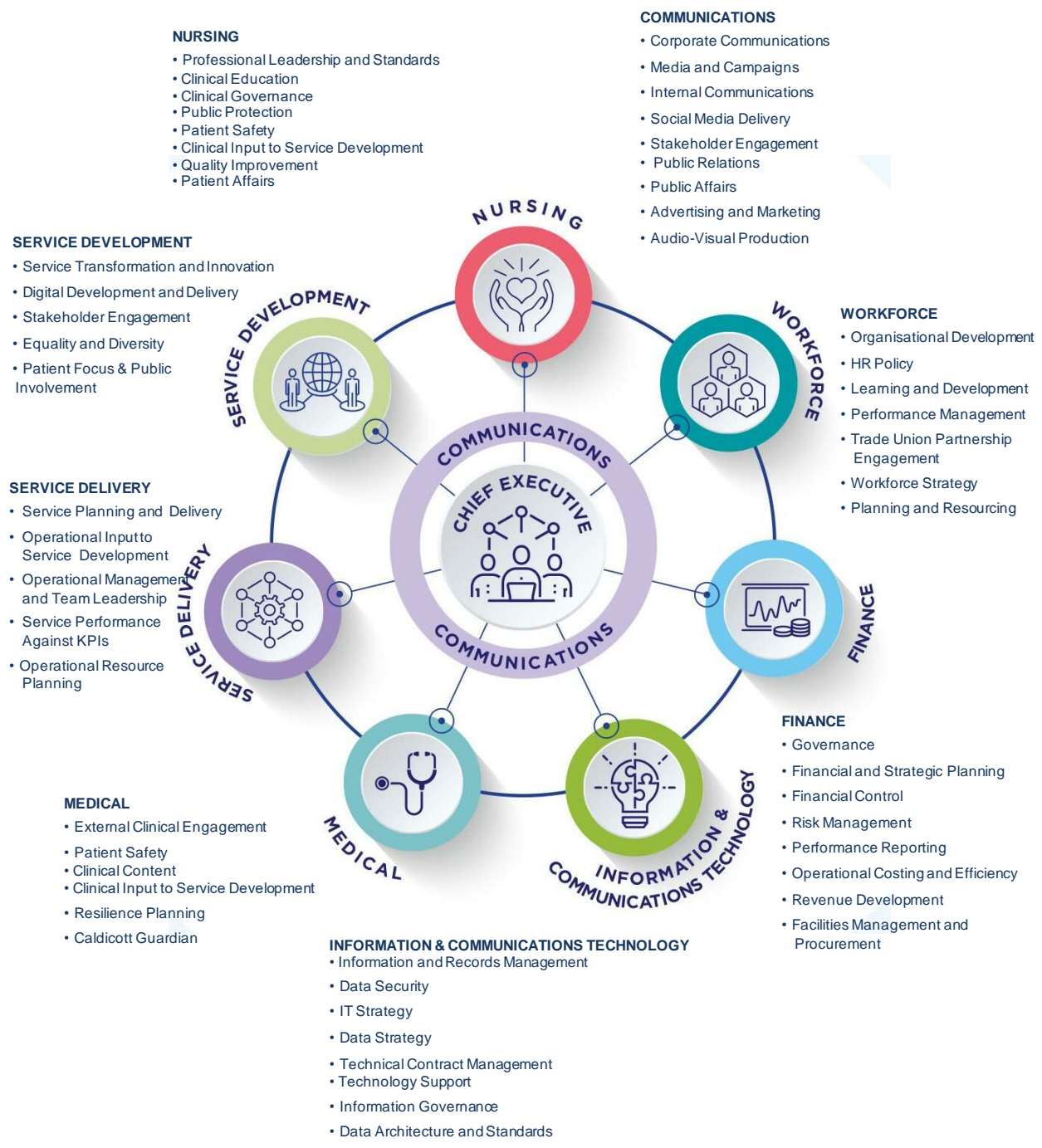
There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists, the diversity of our workforce reflects the constantly evolving needs of our patients.

As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

For example:

- People across Scotland can call NHS 24 using the free phone number 111. This gives people access to the help and advice they need when it cannot wait until their GP surgery reopens.
- NHS 24 works in close partnership with all Health Boards and the Scottish Ambulance Service to provide essential services to patients in need of urgent advice and care during the out-of-hours period when their GP surgery is closed.
- NHS 24 employs a range of staff across its locations, including clinical and non-clinical staff and essential support services staff.
- NHS 24 provides access to trusted health information and support through a range of different services, including NHS inform, Care Information Scotland, Breathing Space, Living Life and Smokeline. These services are available to the public via a range of delivery channels, including the internet, over the telephone and web chat.
- NHS 24 delivers a national health preparedness campaign on behalf of NHSScotland called 'Be Health-Wise'. The campaign runs across the Easter and Festive periods.

# Our Structure



# Nursing & Care

The role of the Nursing & Care Directorate is to develop and support staff to prevent, detect and mitigate risks to the delivery of safe, effective and person centred care. To work with other directorates on the development, implementation, monitoring and evaluation of healthcare quality frameworks for service improvements.

A key role of the Directorate is to develop, deliver, monitor and support organisational Clinical and Care Governance and Patient Safety systems, policies, processes, reporting to the Board and the Executive Team, and provide assurance that relevant legal and corporate governance requirements are met.

The Directorate works across the Organisation to influence and support continuous quality improvement in the delivery of health care, by providing expert professional advice relating to General Nursing and AHPs, Mental Health & Learning Disabilities, Public Protection, Excellence in Care, Safe Staffing legislation, Realistic Medicine, Advanced and Specialist Practice, Dementia, Patient Experience and Clinical Governance.

The Directorate supports systemic improvements in Clinical Care and Healthcare Quality through strategic professional leadership and clinical development and innovation, to improve the quality of the patient's therapeutic experience and care outcomes.

The emphasis is on delivering continuous improvement in patient care, minimising risk and unavoidable harm to the public through strategic vision, defined professional and healthcare standards and quality assurance. The Directorate influences innovation in care delivery models and role redesign as well as providing an assurance mechanism for evidencing national legislative and local requirements are delivered timeously and to the highest quality standard.

# Our Centres

There are four NHS 24 Regional Centres, two located in the West, one in the East and one in the North as well as our Lightyear centre in Paisley.

This post will be located in our East Regional Centre in South Queensferry.

## East Regional Centre

Norseman House  
2 Ferrymuir  
South Queensferry  
EH30 9QZ



## Public Transport

- **Rail:** South Queensferry Station (Pre-arranged taxi only)
- **Bus:** No 43, First Edinburgh bus from Waterloo Place.
- **Air:** Edinburgh Airport.

## Road Direction from Edinburgh

- Leave Edinburgh on the A8 (follow Glasgow M8 signs)
- Continue on A8 beyond Airport until you reach a roundabout take 4th exit (signed Forth Rd Bridge)
- Branch right at junction onto A90 (signed Forth Rd Bridge)
- Continue on the A90 to Queensferry
- M9 take Junction 1A Forth Rd Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

## Road Directions from Glasgow

- Follow signs to Edinburgh to join the M8 East
- Branch left M9 junction 2 signed Forth Rd Bridge (A90) & Edinburgh Airport
- M9 take junction 1A Forth Road Bridge (A90)
- Take right onto Ferrymuir Rd (signed A8000)
- At roundabout, take 1st left into Ferrymuir Business Park (at Burger King) then 1st left at the next mini roundabout with NHS 24 Building being the complex on the left hand side. (Signed NHS 24)

# The Role

## Clinical Governance Lead

The role of the Clinical Governance Lead is to support the development and implementation of the NHS 24 Clinical Governance strategy and developing systems of work to influence measure and evidence continuous quality improvement and assurance, working in partnership with a broad of internal and external Health Care partners.

This involves supporting Clinical Governance activities across NHS 24 services, throughout the patient journey, supporting the implementation of the NHS Scotland Healthcare Quality Strategy through the development of the Clinical Governance agenda; managing national programmes, organisational Clinical Governance activities; supporting investigations and identifying opportunities for organisational learning and Quality Improvement.

You will lead and co-ordinate a number of key areas which contribute significantly to the ensuring NHS 24's services are safe, effective and person centred.

### Skills Required

- Ability to work autonomously with minimal direction
- A fully supportive and integrated team player contributing to effective performance in achieving strategic, national and local Clinical Governance objectives.
- Excellent verbal and written communication skills
- Ability to allocate, manage and prioritise workload to ensure national and organisational guidelines are met and that deadlines are adhered to
- Excellent interpersonal skills with the ability to demonstrate an all-round professional attitude especially under pressure with deadlines and conflicting interests
- Ability to manage highly sensitive issues and information always maintaining confidentiality.
- Experience in analytical and report writing skills
- Experience in data management, analysis, interpretation and graphical presentation skills
- Experience in facilitation and presentation skills
- Experienced negotiator
- Project management experience \ Advanced IT skills, particularly in MS Office packages and incident management \ reporting systems
- Experience in managing others, influencing, supervision & delegation
- Ability to influence without direct authority

## Qualifications & Experience

The post holder is expected to demonstrate the following knowledge, skills and experience:

### Knowledge:

- First degree or equivalent extensive professional knowledge of Clinical Governance or Quality control and assurance
- Knowledge of health services or delivery of health care
- Further study in the specialist field of Clinical Governance evidenced by post graduate qualification, demonstrable self-study or relevant professional courses

### Experience:

Demonstrable Experience in two or more of the following areas:

- Quality Management Systems, data management and analysis
- Clinical Audit
- Risk Management
- Clinical Effectiveness
- Research and Development experience
- Standards Review and/or development
- Experience of NHS Scotland, Acute, Primary Care and Out of Hours Services
- Experience in leading external visits/accreditation by external agencies e.g. by NHS Healthcare Improvement Scotland, British Standards Institute
- Experience in designing, developing and delivering specialised training programmes
- Experience in managing and leading teams

## Working patterns

This 37.5 hours per week post will involve mainly working Monday – Friday.

# This Opportunity

<b>Job Reference:</b>	041684
<b>Position Title:</b>	Clinical Governance Lead
<b>Hours:</b>	37.5 hours per week
<b>Location:</b>	South Queensferry
<b>Band:</b>	Band 6
<b>Band:</b>	Permanent
<b>Salary:</b>	£31,800 - £39,169 per annum (pro rata) and enrolment into SPPA pension scheme. Placement on salary scale is dependent on confirmation of previous relevant NHS service.

## WHO ARE YOU?

You are an enthusiastic and focused professional with previous experience in successfully supporting the development and implementation of organisational Clinical Governance systems and processes. You will have a proven record in leading and managing teams.

You will have a comprehensive range of Clinical Governance and organisational skills, with the ability to prioritise a large workload. You will have a strategic and organisational perspective on the patient safety agenda and be able to successfully work across multiple settings and levels. You will be an expert communicator who can manage difficult conversations and skilfully negotiate barriers to support the delivery of robust Clinical Governance structures, systems and processes.

You will be aligned to and live the core NHS Scotland values underpinned by a passion for supporting safe, effective and person centred care

## OUR CENTRES & AVAILABLE HOURS

Successful applicants will be based at our Norseman Regional Centre. The location and address of each centre is included within this pack.

The 37.5 hours per week post will involve mainly working Monday – Friday. There may be times when you are required to work out with office hours.

## BENEFITS

NHS 24 offers a complete benefits package, with a permanent contract on Band 6 £31,800 - £39,169 (pro rata). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work Scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services
- HELP, employee support and assistance

## INTERESTED?

For an informal discussion, please contact Fenella Hynes, Clinical Governance Manager on 07770 835 084 or via email at [fenella.hynes@nhs24.scot.nhs.uk](mailto:fenella.hynes@nhs24.scot.nhs.uk)

# Job Description

**Job Title:** Clinical Governance Lead

**Reporting To:** Clinical Governance Manager

**Department(s)/Location:** Nursing and Care Directorate

## 1. JOB PURPOSE

The post holder has specific responsibility for supporting the development and implementation of the NHS 24 Clinical Governance and Quality Improvement strategy working in partnership with a broad range of Health Care partners (such as Health board primary care organisations, A&E units and SAS).

This involves supporting the development of Clinical Governance and Quality Assurance/Management activities across the patient journey, supporting the implementation of the NHSScotland Healthcare Quality Strategy through the development of the Clinical Governance and Quality Improvement agenda; managing national programmes, organisational Clinical Governance and Quality Assurance/Management activities; leading investigations and identifying opportunities for organisational learning and quality improvement.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE & RANGE

Responsibility for development of Clinical Governance and Quality Assurance/Management initiatives in a way that contributes to the effective implementation of NHS 24's Strategy 2017-22, Scottish Government policies, and NHS Scotland Healthcare Quality Strategy.

Regional responsibility for implementation and development of Clinical Governance and Quality Assurance/Management activities.

Will operate across all directorates within the organisation.

Provision of Clinical Governance & Quality Assurance/Management leadership.

The establishment of positive working relationships with all colleagues and clinical services including Medical, Nursing, and Service Delivery Directorates and other support functions is essential.

As appropriate, represent the Clinical Governance Manager, and/or Head of Clinical Governance and Quality Improvement at national external meetings and events.

Member of the regional management teams.

Main point of contact with partners in relation to Clinical Governance and Quality Assurance/Management activities /issues.

Attend relevant seminars, workshops and conference as required.

#### **4. MAIN DUTIES/RESPONSIBILITIES**

The Clinical Governance Lead is responsible for the following duties & responsibilities:

##### **Strategy/Service Development**

- Responsible for supporting strategy development and implementation within sphere of responsibility by making proposals for policy and service changes to support improvements in clinical governance and quality.
- The post holder will be responsible for the development of underpinning strategies, associated policies and procedures and subsequent implementation throughout the organisation.

##### **Operational**

- Develop a culture of Clinical Governance and Quality Assurance/Management within the organisation through the establishment and maintenance of support structures across regional and local contact centres and across directorates, developing expertise amongst staff.
- The post holder is responsible for the regular delivery of specialist clinical governance and quality assurance/management training for all staff within NHS 24 including large groups of staff e.g. induction training and Continuous Professional Development (CPD) training.
- To lead and develop the Clinical Governance and Quality assurance/management agenda for NHS 24 including the following areas of activity:
  - Clinical Audit
  - Clinical Effectiveness
  - Complaints
  - Information Governance
  - Learning From Events
  - Patient Safety
  - Public Involvement
  - Quality Assurance/Management
  - Research and Development
  - Risk Management
  - Stakeholder Involvement

- Standards
- Strategic Development

- Support the Clinical Governance Manager in developing and maintaining high standards of Clinical Governance and Quality Assurance/Management processes to allow NHS 24 to meet its objectives of promoting the highest standards of healthcare and positive health outcomes across the whole organisation.
- The post holder will support in the provision of detailed and highly specialised Clinical Governance and Quality Assurance/Management advice to other health care professionals to positively influence the delivery of care.
- Operate as an effective team member involved in supporting team development including being involved in the interview and selection part of the recruitment process.
- The post holder is responsible for the planning and organisation of a broad range of clinical governance activities impacting across a number of various areas of the organisation.
- The post holder is responsible for maintaining and updating the incident management system with key information in relation to adverse events, ensuring that investigations take place within strict timescales.

### **Staffing**

- Responsible for the management and leadership of the Clinical Governance Co-Ordinator

### **Quality Assurance**

- Play a key role in the implementation of, and monitoring against standards for Clinical Governance, Quality Assurance and Risk Management at a regional level feeding into the national agenda, providing an organisational-wide position.
- The post holder will regularly support the Clinical Governance Manager in the development and implementation of centrally co-ordinated programmes of clinical audit trials ensuring consistent methodology and approaches and undertake regional based audits.
- The post holder will be responsible for the collation of multi stranded complex statistical information/intelligence during clinical audits that are required for measuring outcomes/results that will directly influence service recommendations/improvements.
- Support and direct Clinical Investigators investigating any aspect of the patient journey or partner feedback.

### **Stakeholder Engagement**

- Lead Clinical Governance and Assurance/Management activities at regional level in preparation for visits by external reviewers e.g. NHS Healthcare Improvement Scotland, ensuring that appropriate evidence of Clinical Governance activities within NHS 24 is accessible and current.
- Support the development of regional Clinical Governance meetings. This includes leading the development of a culture of Clinical Governance and Quality Assurance/Management within the organisation through effective communication and by working with operational and senior staff, guided by organisational and Clinical Governance and Quality Assurance/Management principles and policies.
- Responsible for leading and developing programmes of integrated Clinical Governance and Quality Assurance/Management activity with partner agencies to ensure joined up Clinical Governance and Assurance/Management across the patient journey as well as in

operating collaboratively with internal teams and departments to ensure care provided is safe and effective. This involves liaising regularly with partners at a senior medical and operational level to resolve complex clinical and operational issues. Responsible for the promotion and facilitation of cross organisational learning, ensuring that appropriate systems and processes in place to track, report and support the implementation of recommendations and actions.

- Represent the Clinical Governance Team, and provide specialist knowledge underpinned by theory and experience at national/central groups and as a key stakeholder in the development of organisational services.

### Data Analysis

- Responsible for the design and production of reports, on a regular basis, relating to any aspect of Clinical Governance and Quality Assurance/Management activity to the Clinical Governance Committee and Executive Team, incorporating detailed analysis, interpretation and presentation of complex data.
- To proactively analyse and utilise data to identify areas for continuous improvement and develop initiatives to support and drive the quality agenda. Review complicated data to develop and present a range of options for the progression of Clinical Governance activities. Design systems of data capture to facilitate measurement and provide evidence of improvement.
- Support the establishment, delivery and analysis of a range of activities from small tests of change and business as usual activities.
- Provide specialist reporting, from a range of sources to assess the impact of organisational recommendations and initiatives.

## 5. SYSTEMS & EQUIPMENT

The post holder is required to be a proficient user in the following IT systems as follows:

- **Microsoft Word** – for the provision of committee papers, reports, communication.
- **Microsoft Excel** – to enable the generation, manipulation and analysis of complex Clinical Governance and Quality Improvement information into agreed formats, not restricted to pivot tables or graphical charts.
- **Microsoft PowerPoint** – for producing presentations to update stakeholders.
- **Microsoft Outlook** – for effective and efficient communication with everyone in the organisation and external stakeholders as well as diary management.
- **Microsoft Access** – to create databases to collate, manipulate, data analysis and present information whilst adhering to legal requirements for the storage use and protection of confidential data.
- **Internet Explorer** – research purposes to enable advice to be up to date and evidence based.
- **HR Management Information System** – for recording and managing team members' absence history.
- **Eess** – for the development of role profiles and associated management.
- **Audio visual equipment** including video conferencing, laptop projectors during presentations.
- **SSTS - e-Expenses**
- **Incident Management System**– management of patient complaints, feedback, incidents and adverse events
- **Web-ex** - for the provision of on-demand collaboration, on-line meetings, web conferencing and video conferencing applications

In addition, the post holder will develop their understanding of key electronic organisational knowledge processes including; e.g. SAP, Verint.

## 6. DECISIONS & JUDGEMENTS

Acting as a lead specialist for Clinical Governance and Quality Assurance/Management, the post-holder must be self-motivated, self-managed and expected to make day-to-day operational decisions and judgements on all duties and responsibilities contained in section 4.

Required to operate autonomously, exercising own initiative and discretion while operating within the parameters of the Clinical Governance, Quality and Patient Safety Programmes.

Required to exercise own judgement whilst balancing organisational risk and escalate issues to senior staff in an appropriate manner.

Required to analyse complex data such as findings of investigation of incidents requiring analysis, interpretation and formulation of recommendations.

Accountable for progressing and delivering programmes of work within the identified areas of responsibility and within the parameters of established local priorities, policies and procedures.

## 7. COMMUNICATIONS & RELATIONSHIPS

The Clinical Governance Lead is expected to play a leading role in developing relationships to ensure that successful working partnerships are in place to facilitate an environment where continuous improvement can flourish within NHS 24 and with our partners, leading to improved services to callers, patients, and the public.

The post holder is required to communicate highly complex, sensitive or contentious information with a broad range of senior health professionals both internally and externally and at times, if required, with patients or relatives. This will require the use of skills such as persuasion, negotiation, tact or empathy in order to overcome barriers or to develop others understanding of the issues and the actions required. This is the most challenging part of the role. This also means occasional exposure to distressing or emotional circumstances such as listening to challenging calls, face to face contact with staff involved in incidents or dealing with distressing or challenging behaviour face to face or by telephone.

### Key Internal Relationships

- Clinical Governance Group at regional level
- Head of Clinical Services, Associate Medical Directors and Contact Centre Management Teams
- Clinical Service Managers, Senior Charge Nurses, Team Managers and coaches
- National & Central Forums/Groups
- Risk Management lead/s
- Front line staff

### Key External Relationships

- NHS 24 partners at national and regional level
- Peer Clinical Governance and Quality Improvement and Risk Practitioners across the NHS or other service providers.

The post holder may occasionally be required to deputise for the Clinical Governance Manager at external and internal National Meetings e.g. Clinical Governance Committee, National Clinical Governance Group, National Partner Engagement Meetings.

The post holder is required to have good inter-personal, negotiating, and influencing skills as occasionally the above meetings will take place in a highly emotive atmosphere and will require the ability to influence without direct line management responsibility.

## **8. PHYSICAL DEMANDS OF THE JOB**

### **PHYSICAL/WORKING CONDITIONS**

- Requirement to use a PC for extended periods of time on a regular basis.
- Regular travel across NHS 24 sites and Scotland to participate in working groups

### **MENTAL EFFORT**

- Working within an open plan office the post holder will frequently be required to maintain concentration for analysis of clinical and operational issues whilst sustaining accuracy, assertiveness, and professionalism, whilst being subject to frequent interruptions.
- The post holder will also occasionally be required to maintain prolonged periods of concentration when attending partner meetings, presenting at senior meetings, chairing and facilitation of meetings, writing reports, and training new and established staff.
- As part of the daily role the Clinical Governance Lead will experience interruptions and may have to re-prioritise their workload accordingly whilst working under pressure and balancing multiple demands in a complex changing environment.

### **EMOTIONAL EFFORT**

- The Clinical Governance Lead will occasionally find themselves in conflict situations with partner representatives, and on occasion, staff. This requires self-control, confidence, maturity, and professionalism.
- In the course of their duties the Clinical Governance Leads are required to listen to recordings of calls made to the service by the public. These can sometimes be emotionally charged and distressing such as child protection calls or calls involved with patient deaths.
- The post holder is expected to occasionally spend time at partner premises and other contact centres as part of their role. This will involve short periods of time away from family and home.

## **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

To develop a culture of Clinical Governance and Quality Assurance/Management across a national organisation ensuring that Clinical Governance and Quality Assurance/Management is at the heart of the organisation at national and regional level.

This includes the use of skills such as persuasion, negotiation, tact or empathy in order to overcome barriers or to develop others understanding of the issues and the actions required.

Influencing through communication to achieve buy-in to this strategic agenda with operational delivery across a broad range of internal and external stakeholders such as Senior Managers and Partner Agencies.

## 10. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

The post holder is expected to demonstrate the following knowledge, skills and experience:

### Knowledge:

- First degree or equivalent extensive professional knowledge of Clinical Governance or Quality Assurance/Management
- Knowledge of health services or delivery of health care
- Further study in the specialist fields of Clinical Governance or Assurance/Management evidenced by a post graduate qualification or to the equivalent level, demonstrable self-study or relevant professional courses

### Skills:

- Highly developed analytical and report writing skills
- Highly developed facilitation and presentation skills
- Experienced negotiator
- Project management
- Time management
- Influencing, supervision & delegation
- Ability to influence without direct authority

### Experience:

Extensive experience in two or more of the following areas:

- Quality Assurance/Management Systems
- Clinical Audit
- Risk Management
- Clinical Effectiveness
- Research and Development
- Standards Review and/or development
- Experience of NHS Scotland, Acute, Primary Care and Out of Hours Services
- Experience in leading external visits/accreditation by external agencies e.g. by NHS Healthcare Improvement Scotland, British Standards Institute
- Experience in designing, developing and delivering specialised training programmes

# Recruitment Process

The NHSScotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well.

We will use a Values Based Approach in our selection process which will consist of the following assessments:

- **Application Short listing** – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.
- **Interview / Assessment** – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

## QUERIES:

For any queries in relation to this vacancy, please contact a member of the HR Business Support Team via email at: [recruitment24@nhs24.scot.nhs.uk](mailto:recruitment24@nhs24.scot.nhs.uk)

## GENERAL:

### Equality & Diversity:

NHS 24 is committed to equality & diversity:

<http://www.nhs24.scot/about-nhs-24/policies/equality-and-diversity/>

## APPLICATION DETAILS

If you think this is the career for you, then please submit an online application no later than midnight on **Wednesday 27th January 2021**.

NHS 24 expect this vacancy to attract a high level of interest, therefore the advert may close prior to the advertised date. Candidates should submit their application at their earliest opportunity.

The Candidate Application Guide included with this vacancy provides information on how to make the most of your application.

\*Candidates submitted via Recruitment Agencies will not be considered for this post.