



JOB SUMMARY – SENIOR EDUCATOR – QUALITY IMPROVEMENT, MEDICAL

1. Medical Directorate

The Medical Directorate is responsible to the NES Board and through the Board to Scottish Government for the commissioning and delivery of postgraduate medical education in Scotland. This training is delivered in general practices and health boards to standards set by the General Medical Council (GMC). The role of the Directorate is to oversee training, manage the trainee's progress through the training programme and ensure the training is delivered to GMC standards.

The five regional offices are an integral part of the NES Medical Directorate and staff contribute to various training management, quality and professional development activity. This also facilitates close working relationships with the wider NHS through regional workforce and local Health Board structures, and with the five Scottish Medical Schools.

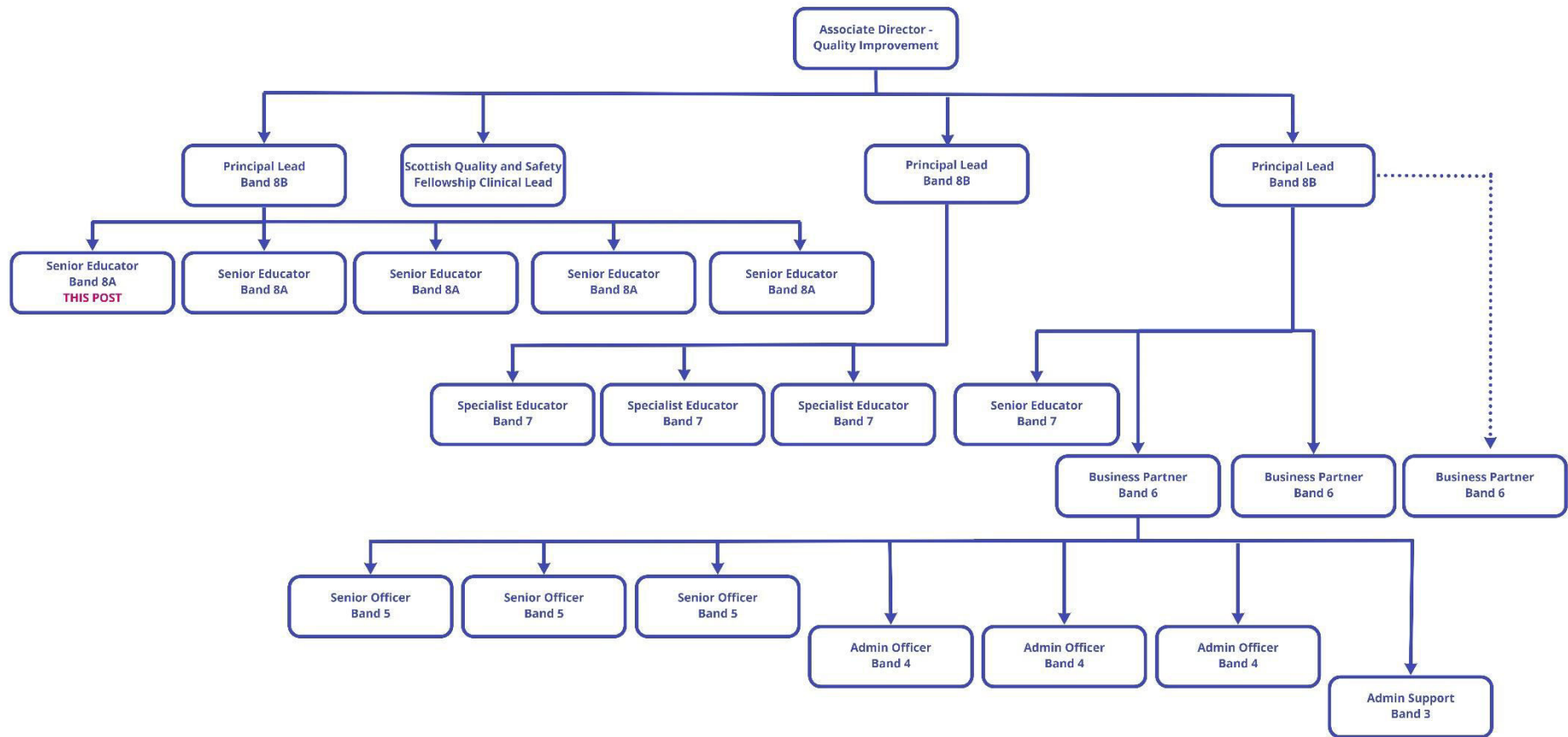
There are 66 separate speciality curricula leading to a recognised Certificate of Completion of Training; and some 38 recognised sub-speciality programmes. These curricula are promulgated by some 15 medical Royal Colleges and faculties are delivered in both primary and secondary care environments under the control of the 14 NHS Scotland territorial boards. The Scotland Deanery is responsible for the overall quality and management of the training programmes that deliver these curricula. The Directorate has a number of roles encompassing areas specific to Medicine in addition to more corporate responsibilities:

- a. Support the education of undergraduate medical students through the distribution and performance management of the Medical Additional Costs of Teaching (ACT funding). The distribution exercise is undertaken in close collaboration with the University Medical schools and NHS territorial Boards through four Regional Medical ACT groups. Performance management data is collected to provide information on the quality of training placements.
- b. Through a robust system of educational governance operate all approved foundation and speciality -including GP- training programmes.
- c. Ensure the effective delivery of the Quality Improvement Framework for medical education and training as laid down by the General Medical Council (GMC), through a system of Quality Management able to demonstrate that Local Education Providers are meeting the GMC standards. This is undertaken as part of a wider corporate responsibility to ensure the delivery of high quality training in all health disciplines.
- d. Recruit to and manage the postgraduate training of doctors in Foundation, Core and Speciality (including GP) programmes.
- e. Manage study leave, clinical academic training, flexible training, careers guidance, trainer development and training for doctors in difficulty.

- f. Support and manage the work of the Remote and Rural Health Education Alliance (RRHEAL) and the Community Hospital Improvement Network (CHIN).
- g. Support and manage with others Quality Improvement, Clinical Skills, Patient Safety and Human Factors training across NES.
- h. Corporate executive leadership for educational governance.
- i. Contribute to the agenda of supporting the development of multi-professional education where appropriate.

The Quality Improvement Team, as part of the Medical Directorate, is responsible for the development and delivery of quality improvement training across the Scottish Public Sector and provision of internal improvement support / coaching. This role supports a key outcome of NES to provide education and training for a skilled, adaptable and compassionate workforce through developing and sharing learning resources, promoting a culture of continuous improvement, and providing training and development at all levels, whilst also ensuring internal ways of working utilise a quality improvement approach.

2. Organisation Chart



3. Job Role

This post provides the opportunity to lead cohorts of national quality improvement programmes (for example the Scottish Improvement Leader (ScIL) Programme, Scottish Coaching and Leading for Improvement Programme (SCLIP)) and be part of a wider team supporting the development of content and delivery of quality improvement programmes.

Working as part of a team you will also play a critical role in evaluating the impact of our programmes and maintaining links with QI programme graduates. You will also collaborate with the wider QI team to lead on the delivery of team objectives which includes programmes of corporate improvement areas.

4. Key Tasks

These will include but will not be limited to:

- Act as lead faculty on quality improvement programmes (for example ScIL and SCLIP)
- Contribute to the development of resources related to quality improvement methods and tools
- Provide QI coaching support to teams within NES
- Contribute to evaluation of QI programmes
- Deliver content for programmes to a range of audiences in a range of settings
- Manage alumni graduate networks

Band 8a Senior Specialist Lead *or* Manager *or* Senior Educator

1. JOB IDENTIFICATION

Job Title: **Senior Educator***

Department(s): Quality Improvement

Directorate: Medical

Job Reference: 7994BR

Responsible to (insert job title): David Maxwell, Principal Lead

*** Operating Division**

2. JOB PURPOSE

The purpose of this role is to lead and manage a workstream(s) which have a range of projects. The post involves co-ordinating, developing and managing a workstream(s) and may include providing and delivering specialist educational and training initiatives at local, regional and national levels in relation to relevant developments.

The post will include working on a Scotland-wide basis involving close liaison with colleagues, health boards and key stakeholders.

The postholder will have a highly specialised knowledge, some of which is at the forefront of knowledge in a field of work, which they use for the basis for original thinking and/or research. They are leaders with considerable responsibility, and the ability to research and analyse complex processes.

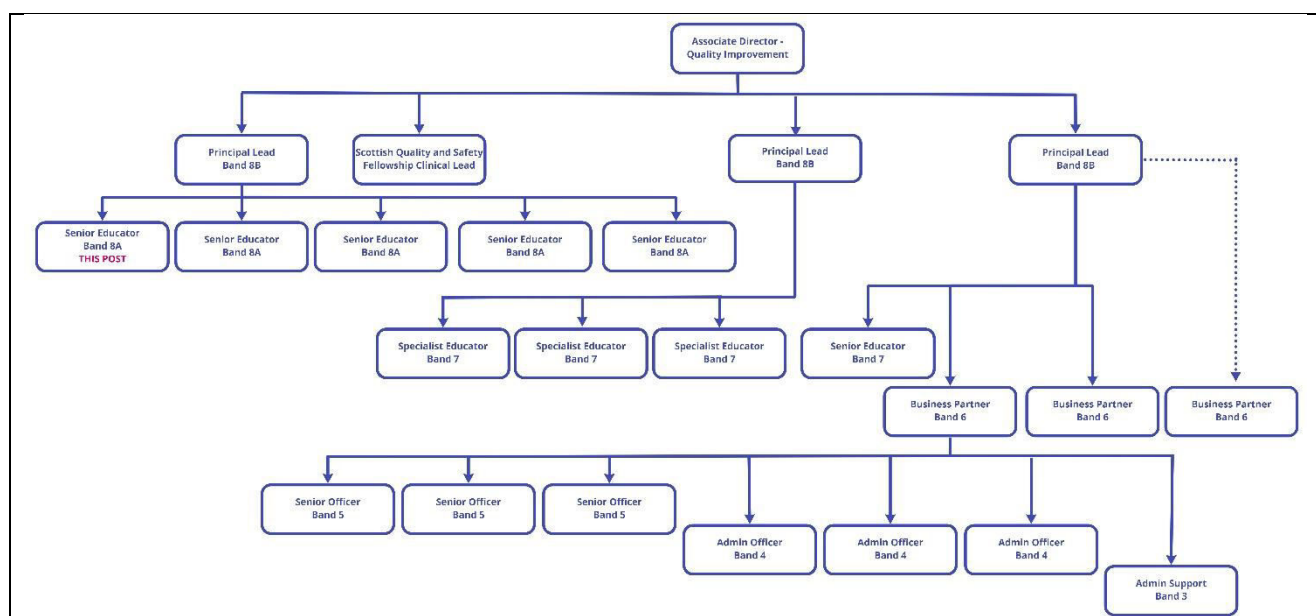
3. DIMENSIONS

The post will interpret broad national policy, legislation and compliance requirements to provide direction, guidance and support on a range of matters to all Directorates within NES and the organisation as a whole.

The postholder will manage and develop administrative staff and may have line management responsibilities.

The postholder will be required to assist in any other duties which are deemed reasonable to their role and band.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

NHS Education for Scotland (NES) is the national health board with statutory responsibilities to effect sustainable change through workforce development, education and training across the health and social care system in Scotland, while working at UK level with partner organisations.

We are the leader in educational design, delivery and quality assurance and provide wide-ranging support to workforce development. We are the official provider of workforce statistics for NHS Scotland and support national workforce planning. We design and develop digital technologies supporting innovation and transformation.

Our purpose is to drive change and improve the quality of care experienced by citizens across Scotland by ensuring that we have the right staff, with the right skills, in the right place, at the right time. NES is integral to improving outcomes for people and in ensuring a skilled and capable workforce underpins the design and delivery of services. As an organisation, we recognise the significant contribution we can make to improving population health, reducing inequalities and economic development.

The Medical Directorate is responsible to the NES Board and through the Board to Scottish Government for the commissioning and delivery of postgraduate medical education in Scotland

The Quality Improvement Team, as part of the Medical Directorate, is responsible for the development and delivery of quality improvement training across the Scottish Public Sector and provision of internal improvement support / coaching. This role supports a key outcome of NES to provide education and training for a skilled, adaptable and compassionate workforce through developing and sharing learning resources, promoting a culture of continuous improvement, and providing training and development at all levels, whilst also ensuring internal ways of working utilise a quality improvement approach.

6. KEY RESULT AREAS (Key Result Areas convey **all potential** aspects of a job role. Key result areas will be further developed within the KSF outline with some being more relevant than others dependent on the current requirements for your role.)

- Manage and co-ordinate the defined workstream(s) within the area of expertise and within a project management structure. Workstream(s) managed may be national priorities and/or in sensitive policy areas.
- Provide professional leadership to the workstream(s) and ensure that the project plan is fully integrated with stakeholders and the public.
- Devise key activities within the scope of the workstream(s).
- Provide advice to clinical/nonclinical staff involved in the workstream(s).
- Produce operational plans contributing to strategy using National Policy documents. This will involve planning for the workstream(s), formulating and adjusting plans and liaising with key stakeholders throughout Scotland.
- Responsible for policy implementation and for discrete policy or service development for their own workstream(s) on an ongoing basis.
- Gather research information from a wide range of sources (including policy documents, journals, reports) to collate and undertake complex audits and surveys.
- Developing briefing documents, background papers, tables and reports and other materials as appropriate for stakeholder groups such as Steering Groups and Scottish Government Health Department.
- Lead the development of reporting for the workstream including defining national improvement measures, appropriate data collection and timescales.
- Develop and implement effective governance arrangements for the Programme including effective financial controls, risk management, impact assessment, key milestones and monitoring performance.
- Preparing proposals for the allocation of funding for new initiatives.
- Contributing to setting of budgets for projects and monitoring these thereafter in line with financial governance processes.
- Ensure the judicious use of funding to support increasing activity and ongoing development in field of expertise to achieve best value for money.
- Ensure the policies and systems established to support relevant programmes within specialist area continue to meet quality standards and the needs of the multi-professional candidacy.
- Lead and work with course or service specific multi-professional groups in the ongoing development of course content, format, and updating of learning materials in response to new evidence or external review and evaluation of courses.
- Lead and manage the development of any future resources and additional training provision as required.
- Work and negotiate with Scottish Government funders and key stakeholders in NES and the service to explore the long term future of the workstream(s) and initiatives.
- Develop and maintain effective links with key stakeholders in order to support wider NES activity.
- Providing professional advice and consultancy on a range of issues relevant to own area of expertise.
- Maintain and develop own professional knowledge and expertise in relation to area of responsibility, maintain awareness of good practice and innovation within the UK and abroad through attendance at seminars, conferences, study days, networking

and professional contacts.

7a. EQUIPMENT AND MACHINERY

The post holder will be required to use the following equipment in the course of their work:

- A range of office, audio-visual and IT equipment
- PC for design, development and maintenance of IT solutions.
- Multi-function devices : scanners, copiers, printers, fax
- Telephone
- VC facilities
- Portable equipment (e.g. laptop, mobile phone etc.)

7b. SYSTEMS

- Utilisation of current data and information systems relevant to role currently in use throughout the NES organisation.
- Use of complete MS Office suite of programmes.
- Use IT as directed, maintaining confidentiality.

8. ASSIGNMENT AND REVIEW OF WORK

- The postholder is responsible for planning, prioritising and allocating their own work and has freedom to initiate, implement and deliver outcomes within the workstream. The postholder will negotiate objectives and be accountable to the appropriate Director.
- The postholder will work autonomously with significant discretion to initiate actions within the project brief. This will include being able to interpret national policy and provide expert advice within NES and to key stakeholders such as Health Boards and Education Providers.
- Elements of work will be delegated to members of the Project Management team and administrative staff as appropriate.

9. DECISIONS AND JUDGEMENTS

- Persuade, negotiate and motivate stakeholders to participate and deliver the workstream(s) outputs.
- Guide and support managers in delivering their specific projects and goals set out in the organisation's plans and facilitate the implementation, monitoring and ongoing development of the organisational strategy within their directorate.
- Work undertaken by the postholder will be guided as a result of requirements set out by Scottish Government Health Directorate initiatives and wider national legislation. The post holder will be required to interpret these and establish ways in

which they should be implemented across the organisation.

- Within the context of the role the postholder is expected to act on the basis of their own initiative and interpretation with broad management support intervention as required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Working with a range of groups and securing stakeholder engagement with the development of initiatives/projects which involve the management of change or are politically sensitive.
- Ensuring that project deliverables are met within budget and to time.
- Engaging and maintaining effective communication with senior staff within NES.
- Combining professional expertise and educational judgements.
- Maintaining knowledge and most up to date information of relevant Scottish Government information and NES initiatives, relevant to project outcomes.
- Development of new national initiative.
- Exercising high levels of patience, tact and diplomacy when dealing with difficult situations.
- Interpreting for the organisation highly complex policy and legislation, and translating this into an agreed strategy.

11. COMMUNICATIONS AND RELATIONSHIPS

- The postholder must be a knowledgeable, effective and professional leader, be able to utilise Change Management principles and demonstrate effective verbal and written communication skills. This requires being able to discuss project work effectively with a wide range of multi-professional colleagues, individuals or groups in a variety of settings.
- Communicate highly complex proposals; negotiate with clinicians, education providers, health service managers and information professionals, to achieve appropriate population and use of educational networks.
- Persuade and motivate key stakeholders to participate and deliver the project outputs. Demonstrate sensitivity and tact, to ensure all groups meet targets and timescales.
- Aware of the political agenda and relevant policy.
- Present complex and sensitive information to large audiences. This may involve formal slide show presentations or facilitating group work. Audiences will be senior managers and senior educationalists from throughout Scotland and other key stakeholders.
- The postholder requires emotional resilience and excellent interpersonal skills to manage oppositional stances within groups.
- Use innovative ways to share and disseminate information.
- Provide high quality briefing papers and reports for internal colleagues and external stakeholders.
- Provide professional advice and consultancy on a range of issues within own area

of expertise.

12. PHYSICAL, MENTAL, EMOTIONAL & ENVIRONMENTAL DEMANDS OF THE JOB

Physical skills

- Advanced keyboard skills

Physical effort

- Transportation of training materials to course venues, setting up equipment for training courses.
- The postholder will be required to sit/stand for long periods of time when in office with ITC equipment while drafting reports and other documents.

Mental effort

- There is a requirement to respond timely to external demands. This is unpredictable in nature and happens frequently. The postholder will engage in periods of concentration such as preparing for and chairing/facilitating or participating in stakeholder groups, responding to policy and regulation documents and preparing/reviewing educational materials and resources.
- Ability to grasp underlying theories and methodologies for change and improvement and communicate these effectively to the wider stakeholder group.
- Innovative thinking to lead the development of courses/projects and the preparation of learning materials in a style that meets the needs of professionals working in differing environments across Scotland.
- Maintain concentration for chairing and participating in lengthy meetings of professionals from differing disciplines and ensure the viewpoints are expressed equally.

Emotional effort

- Occasional exposure to distressing or emotional circumstances.

Working Conditions

- The post demands travel throughout Scotland. Overnight stays are required on occasion.
- A requirement to use laptop/VDU more or less continuously.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Degree level qualification or equivalent
- Masters degree or equivalent experience
- Significant experience in their specialist area
- Substantial postgraduate experience and will have held enhanced responsibility in an educational or healthcare post
- Experience of working in an educationally or knowledge management focused environment.
- Working within a multidisciplinary environment utilising facilitation and network building skills
- Experience of leading, developing and managing health services and applying

improvement methodology

- Experience in academic and report writing
- IT literate with experience in Microsoft Office systems
- Ability to communicate sensitive and complex information
- Presentation skills
- Evidence of creativity and innovation
- Analytical skills
- Team player
- Effective leadership and management skills
- Project management skills
- Information management skills
- Budget management skills

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:



BAND 8a Senior Specialist Lead or Manager or Senior Educator

Essential Criteria – these are attributes without which a candidate would not be able to undertake the full remit of the role. Applicants who do not clearly demonstrate in their application that they possess the essential requirements will normally be eliminated at the short listing stage.

Desirable Criteria – these are attributes which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential criteria.

Means of Assessment – please note that candidates invited for interview will be notified if there will be a requirement to undertake a test or presentation. These additional assessments may be used to judge one or more criteria within the factor.

Factors	Essential	Desirable	Means of Assessment
Key Leadership Behaviours	<ul style="list-style-type: none"> Inspiring Empowering Adaptive Collaborative Engaged and Engaging 		Application & Interview
Education and Professional Qualifications	<ul style="list-style-type: none"> Degree level qualification or equivalent Master's degree or equivalent experience Quality improvement qualification/certification 	<ul style="list-style-type: none"> Coaching qualification/certification 	Application & Pre-Employment checks
Experience/Training (including research if appropriate)	<ul style="list-style-type: none"> Experience of designing and delivering quality improvement education and training Significant experience in applying quality improvement and project management methodologies to develop services Extensive track record of applying and coaching individuals/teams in quality improvement Working within a multi-disciplinary environment Understanding of the external political and social environment, including NHS policy issues and priorities, and the wider agenda of public policy impacting on other relevant agencies Development of personal and professional networks 	<ul style="list-style-type: none"> Working at national level Evidence of evaluating educational programmes Facilitation, consultation and negotiation with a wide range of stakeholders. 	Application & Interview

Specific Skills and Knowledge	<ul style="list-style-type: none"> • Ability to think creatively and strategically to support problem solving • Demonstrable leadership skills including influencing and negotiating • Excellent communication, and interpersonal skills • Excellent team player • Excellent IT and information management skills • Ability to work autonomously with minimal supervision • Effective time management skills, including prioritisation of conflicting tasks • Commitment to personal and professional development • Presentation skills 	<ul style="list-style-type: none"> • Experience of facilitating delivery of resources via online/virtual platforms 	Application & Interview
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Leadership Behaviours

NHS Education for Scotland (NES) assesses and selects employees based on our leadership behaviours which are expected at all levels in the organisations. These leadership behaviours support the NES ways of working and NHS Scotland values.

These leadership behaviours describe how we work, and what is expected of everyone who works in NES. A number of methods may be used to assess these behaviours as part of our recruitment and selection processes. Our leadership behaviours are:





CONDITIONS OF SERVICE

TITLE:	Senior Educator	LOCATION:	Flexible- your Contractual NES Office location will be agreed upon appointment
REPORTING TO:	David Maxwell		
GRADE:	Agenda for Change Band 8A	SALARY SCALE:	£50,965 to £55,016 per annum
HOURS AND DAYS OF WORK:	Full time. Based on a normal working week of 37.5 hours. Office opening hours are 0700 to 1900		
JOB STATUS:	Permanent	NOTICE PERIOD:	4 weeks
ANNUAL HOLIDAYS:	27 days rising to 29 days after 5 years service, rising to 33 days after 10 years service	PUBLIC HOLIDAYS:	8 local/ Public Holidays per annum
REHABILITATION OF OFFENDERS CLASSIFICATION:	The 'exemption' status of posts within NES may change in the future and all successful candidates should be aware that they may be asked to obtain a further Disclosure from Disclosure Scotland at a later date, should a post's status change, or if they are transferred or promoted into a post that is exempt.		

SUPERANNUATION:

Please note under changes to workplace pension arrangements introduced by the UK Government, NHS Education for Scotland along with other employers requires to ensure all staff are automatically enrolled in a pension scheme. Consequently, all new starts from 1 October 2013 will be automatically enrolled into the NHS Superannuation Scheme (Scotland). Contributions are based on whole time pensionable earnings as set out in the table below. Your employer also contributes an amount equal to 20.9% of your pensionable pay into the scheme on your behalf.

Employee contribution rates 2020/2021		
Tier	Annual Pensionable Pay (Full Time Equivalent)	Contribution
1	Up to £20,605	5.2%
2	£20,606 to £24,972	5.8%
3	£24,973 to £31,648	7.3%
4	£31,649 to £64,094	9.5%
5	£64,095 to £89,731	12.7%
6	£89,732 to £119,560	13.7%
7	£119,561 and above	14.7%

Sessional workers who work more than 10 sessions per week under NHS condition may be unable to contribute further to the superannuation scheme.

The conditions above are for information purposes only and may be subject to variation. They do not form the basis of a legal contract.