

## Job Description

<b>NMC</b> Nursing & Midwifery Council	<b>Job Title</b>	Implementation and Engagement Manager
	<b>Directorate</b>	Professional Regulation
	<b>Department</b>	Panel Support Team (PST)
	<b>Grade</b>	5
	<b>Standard/Premium</b>	Standard
	<b>Reports to</b>	Panel Support Team Manager
	<b>Team Management</b>	1

### Role purpose

The Implementation Manager will play a key role in supporting the Panel Support Team Manager deliver and operationalise key activities for the Panel Support Team and the independent panel members and legal assessors who sit on our panels.

They will be responsible for working with colleagues across the Professional Regulation directorate and the wider organisation to implement key changes for activities.

They will also contribute to the improvements of the quality of decisions made at hearings by overseeing the performance management framework for panel members and legal assessors and work closely with the Panel Training Manager to input into the annual panel member training programme. They will provide support to the Panel Support Team Manager in the management of contracts between the NMC and panel members and legal assessors.

They will provide support to the Panel Support Team by playing a lead role in the design and delivery of a communications strategy for panel members and legal assessors.

### Key accountabilities

1. Identify and lead on implementing process changes from the Regulatory Reform project that will affect panel members, legal assessors and the Panel Support Team
2. Collaborate with the Training Manager to identify and deliver training to panel members on regulatory reform changes.

3. Support the Panel Support Team Manager on engagement with panel members and legal assessors, including the Panel Member Forum, on key areas of work including Regulatory Reform.
4. Work with the General Counsel team and the Panel Support Team Manager to implement the changes to panel members and legal assessors. service agreements.
5. Identify, mitigate and resolve risks, issues, and dependencies that could negatively impact the delivery of Regulatory Reform and the change to panel members' and legal assessors' service agreements.
6. Oversee the performance management of panel members and legal assessors, including taking the lead on matters relating to conduct and performance.
7. Support the Panel Support Team Manager with recruitment campaigns for panel members and legal assessors including reviewing campaign content and assessment materials,
8. Maintain and regularly review processes and systems to measure the performance of panel members and legal assessors against an agreed framework.
9. Provide regular reporting on panel member and legal assessor performance including written updates and making recommendations to the Appointments Board.
10. Engage with stakeholders and other third parties where required to gather data and information for benchmarking and improvement purposes.
11. Provide line management and leadership to the Panel Contracts Performance Officer including ensuring they have the knowledge and skills to fulfil their role and provide regular reviews training and support for their performance and ongoing development.
12. Work with the Panel Training Team to evidence the effectiveness of training delivered to panel members and legal assessors including individual uptake and impact on learning trends.
13. Design and implement a communications strategy for our panel members and legal assessors and work collaboratively with the Training and Panel Support Team Managers to lead on the delivery of engagement and communications activities including de-briefs, Panel Forum meetings, written group communications and one to one written and verbal communications with panel members and legal assessors.
14. Identify, mitigate and resolve risks, issues, and dependencies that could negatively impact the delivery of the team's objectives.

15. Cultivate a positive working culture in the the team by acting as a motivational role-model for the officers.

## Standard responsibilities

**There are a number of standard duties and responsibilities that all employees, irrespective of their role and level of seniority within the NMC, are expected to be familiar with and adhere to.**

- Comply at all times with the requirements of health and safety regulations to ensure their own wellbeing and that of their colleagues.
- Promote and comply with NMC policies including diversity and equality both in the delivery of services and treatment of others.
- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the General Data Protection Regulation and the Data Protection Act 2018.
- Comply with NMC protocols on the appropriate use of telephone, email and internet facilities.
- Comply with the principles of risk management in relation to individual and corporate responsibilities.
- Comply with NMC policies and procedures as compiled on the organisation's intranet.

**This job description is not exhaustive and as such the post holder is expected to be flexible. Any changes will only be made following a discussion with the post holder.**

<b>DBS Status</b>	No check required/ Basic check, Standard check/Enhanced check
<b>Politically Restricted</b>	No
<b>Does this role attract any special conditions, e.g. on call, other</b>	No

allowances?	
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## Person Specification

<b>Job Title:</b> <b>Grade:</b>	<b>To be identified by:</b> Application Form (A) Test/Assessment (T) Interview (I)		
<b>Essential</b>			
1. Experience of leading on changing operational systems and processes	A/I		
2. Proven experience of management of contracts with individuals	A/I		
3. Demonstrable experience of successful performance management, resolution and improvement	A/I		
4. Demonstrate the ability to prioritise competing priorities	I		
5. Experience of developing and maintaining relationships with contractors or external stakeholders	A/I		
6. A highly effective communicator with excellent written and verbal communications skills	A/I		
7. Able to use data to identify issues and deliver practical solutions	A/I		
8. Enthusiastic role model and thought-provoking leader	I		
9. Critical thinker with innovative problem solving skills	I		