

Clinical and Engineering Operations Manager

Job summary

This is an exciting time to be joining Whizz-Kidz as we launch our new, ambitious strategic plan for the next three years. This is a critical role, supporting the Director of Services and Influencing, leading the Clinical & Engineering teams in all areas of Whizz-Kidz clinical delivery.

Young People focused delivery and engagement are at the heart of how we deliver clinical services at Whizz-Kidz, enabling individual bespoke solutions for every young person's mobility, clinical and social needs. Our clinical team work with each young person and their family to understand every aspect of their life, to provide equipment that enables them to be independent, confident and achieve their own personal ambitions.

We are now seeking a talented Manager of Clinical Services to lead the largest growth in Whizz-Kidz Clinical Services in our 30 year history, doubling the number of young people we support over the next 3 years across the UK.

The person

You will be a passionate operations leader, with strong planning and people skills, the ability to deliver and execute clinical operational transformation and delivery plans.

You will understand the importance of putting the young people, their families, the Clinical and Engineering teams at the heart of all decisions. You will be an expert communicator, with the ability to listen, problem solve, deliver short term solutions and long term strategies.

As a flexible leader, you will be happy managing a £2m plus clinical budget, simplifying complex data and developing information for the services team that supports improved delivery, external engagement and ensures the clinical team are delivering to plan.

You will be comfortable working with and using soft skills to engage with senior leaders in the NHS, Commissioning Groups (CCGs), Universities, Manufacturers and Government to support Whizz-Kidz strategy of delivering societal change in the delivery of essential mobility equipment for young people.

Key accountabilities

- Work closely with the Director of Services and Influencing to develop/ implement the Clinical Service Strategy delivering this through the Operating Plan as required



Whizz-Kidz: the facts

Over 75,000 young people aren't getting the wheelchair or support that fully meets their needs.

Without the ability to be independent young wheelchair users are restricted in their ability to socialise and participate in society.

We're here to change that.

As the UK's leading charity for young wheelchair users (2-25), we empower young people by providing the wheelchairs, equipment, support and confidence-building experiences they need, and campaigning for a more inclusive society.

And we won't stop until they are mobile, enabled and included.

The Marketing and

Communications team at

Whizz-Kidz raises awareness of the charity work and supports the generation of funds through on and offline publications, develops our social media and website presence and leads on PR activities.





- Lead, motivate and manage all the Clinical Service effectively, through role modelling and creating clear lines of responsibility and accountability, to achieve the aims and objectives of the service and the charity
- Develop and implement relevant policies, procedures and processes to ensure an efficient, high quality and equitable service provision in line with, professional standards and Whizz-Kidz' Values.
- Ensure Key performance indicators (KPI's) are met and reported as required to the senior leadership team.
- Monitor and manage the clinical waiting list, developing innovative solutions to keeping waiting times to as little as possible.
- Ensure that any safeguarding concerns are accurately handled and investigated
- Proactively monitor the risk management of the Clinical Service/Team (including Medical Device Alerts).
- Ensure that all health professionals and clinical Engineers working for or on behalf of Whizz-Kidz meet professional standards as outlined by their respective regulatory body.
- Produce and compile timely and accurate reports and progress updates to agreed schedule/frequency for inclusion in wider reports for the Senior Management Team (SMT), Chief Executive and Trustees
- Lead all external clinical, quality audits to ensure that all the clinical services meet the high standards required

The post holder will also

- Act at all times in the best interest of Whizz-Kidz.
- Form effective working relationships with all colleagues members, volunteers and outside organisations as appropriate.
- Take responsibility for ensuring that the policies and procedures relating to Health & Safety in the workplace are adhered to at all times.
- Respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act.
- Not disclose to an unauthorised person any confidential information acquired through official duties unless they have received official permission to do so.
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The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and job rank of the post.

Responsible to	Director of Services & Influencing
Responsible for	The clinical, Engineering and Customer Services teams
Location	Flexible - Home based & office work with National travel required
Hours	Full time, 35 hours per week . Some out of hours working will be required.
Term	Permanent
Salary	£45K - £52K per annum (dependent on experience)

Our vision

A society in which every young wheelchair user is mobile, enabled and included.

Our values

We are young people focused, ambitious, collaborative and inclusive.

Our behaviours



Focus on growth



Find solutions



Seek to understand



Engage with others



Person specification

Skills and knowledge

- Strong interpersonal skills with which to support a busy Director of Services and Influencing.
- Able to work independently, and deliver results with minimal supervision
- Very good working with young people, **listening** to their requirements
- Able to develop data to inform strategy and operational planning
- Excellent time management and organisational skills
- Excellent team working skills at all levels
- Confident and effective communicator who can communicate effectively internally and externally in all mediums
- Excellent IT skills, including use of Office applications, Zoom, teams and databases

Experience

- Working with or in the mobility sector
- Strong track record leading teams of highly skilled professionally qualified people
- Juggling a wide ranging of competing demands and working effectively under pressure
- Project management and collaboration with other colleagues and teams
- Data lead operational improvement
- Producing high quality materials including presentations, reports and operational performance spreadsheets

Personal qualities

- Alignment with our values – young people focused, ambitious, inclusive and collaborative
- Passionate about supporting young wheelchair users and creating societal change
- Self-motivated and able to manage a varied workload
- High level of integrity and discretion
- Able to work flexibly including some evenings and weekends
- Good eye for detail and accuracy, maintaining high standards at all times



A few perks

The wellbeing of our colleagues is of paramount importance to our success as an organisation, and we want to ensure that our benefits package provides something of value for everyone, whether it is our generous holiday entitlement, wellbeing days, Healthcare cash plan, long-service awards. We hope you agree!

ANNUAL LEAVE

25 days of annual leave per annum plus Bank Holiday (pro-rata for part time colleagues).

Christmas closure

In addition to annual leave, employees get three days of paid Christmas leave.

Wellness days

Two days per calendar year for employees to take off for any reason that you chose. It could be to have time to volunteer for a good cause, to spend a duvet day, or for any reason at all that contributes to your wellbeing.

Pension

(Scottish Widows) Automatic enrolment for all colleagues with the option to opt out. Contributions of 5% gross salary made by both Whizz-Kidz and employees. We will match higher contributions of up to 6% of gross basic salary.

Simply health

Automatic enrolment in a fully paid for cash plan that assists you with everyday health costs. This scheme is also available to your families for an extra charge. This benefit starts from the first day of the month following your start date. Note that this is a taxable benefit which you can opt out of.

Season ticket loan

An interest free loan of up to £5000 following the successful completion of the Probationary Period.

Cycle to work

This is salary sacrifice scheme provided by Cycle Scheme Ltd (Part of Black Hawk), which allows you to purchase a bicycle up to the value of £1000, saving tax and NI. This is a hire purchase arrangement that allows you to pay up the amount spend in twelve equal amounts through payroll.



You can find out more about our perks at www.whizz-kidz.org.uk/charity/careers

