

Chief Operating Officer

Candidate Information Pack

June 2022

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About ICNARC

In the UK, each year, around 184,000¹ people are admitted to an adult general critical care unit.

At the Intensive Care National Audit and Research Centre (ICNARC), we work to ensure the best possible critical care by facilitating improvements in the structure, process, outcomes and experiences - for patients and for those who care for them.

We achieve this by developing and sharing information about the quality of critical care to those who finance, commission, manage, deliver and experience critical care (both within and outside the NHS) through our national clinical audit and through our national and international research.

Improving care and outcomes

At ICNARC, we believe that quality critical care has three main elements:



To find out more about ICNARC, please visit www.icnarc.org

¹ Overall number of admissions to adult general critical care units in UK, excluding admissions to adult specialist, paediatric or neonatal critical care units.

WHAT WE DO

We aim to improve care, the outcomes of care and the experiences of care. These improvements benefit patients and those who care for them.

We help critically ill patients and those who care for them by providing high quality information and feedback about the quality of intensive care at critical care units, hospitals, Trusts and Critical Care Networks.

We aim to support improvements in the way critical care is organised and practiced in the UK. We provide high quality information through our national clinical audits and our clinical research unit.

OUR AUDITS

Our National Audit Programme plays an important role in measuring and reporting on quality within health care settings.

Our current national clinical audits are well established and are both nationally and internationally renowned. The data collected as part of our audits are also used for research purposes.

We aim to:

- develop national clinical audits related to the sickest patients in hospitals;
- develop tools to measure the quality of care given to these patients, in the fairest way possible
- develop effective tools to report on the quality of care given to these patients
- positively influence the ways in which all national clinical audits are set up and run; and
- drive up standards in health care to benefit patients.

OUR RESEARCH

Substantial, multi-year grant funding supports our broad portfolio of national and international collaborative research studies, conducted within our UKCRC Registered Clinical Trials Unit.

Our research is conducted to influence and inform the policy and practice of adult and paediatric emergency and critical care in the UK and globally.

Our research portfolio is underpinned by cutting-edge, statistical/methodological research including novel clinical trial designs, methods for non-randomised comparisons, handling of missing data and statistical modelling.

Strategic report

Charitable Objects

“...the advancement of education in the organisation and practice of critical care (in particular, through the promotion of audit and research into critical care and the publication of the useful results of such audit and research)...”.

“...research is concerned with discovering the right thing to do; audit with ensuring that it is done right...”

Richard Smith, former Editor-in-Chief, British Medical Journal

We achieve our Charitable Objects by...

...establishing quality through research

Read more about the important role ICNARC played in identifying effective care for patients critically ill with COVID-19 (page 8)

...assessing quality through audit

Read more about the important role ICNARC played in monitoring care and outcomes for patients critically ill with COVID-19 (page 11)

...promoting quality through sharing information

Read more about how we rapidly analysed data and shared information, nationally and internationally, on patients critically ill with COVID-19 (page 14)



COVID-19

In late 2019, an outbreak of a novel zoonotic coronavirus infection (severe acute respiratory syndrome coronavirus 2) began to emerge in humans with its epicentre in Wuhan, China.

On 30 January 2020, the WHO indicated a Public Health Emergency of International Concern. On 11 February 2020, the WHO announced “COVID-19” as the name for this new disease and, on 11 March 2020, the WHO declared a COVID-19 pandemic. The first cases of COVID-19 were reported in the United Kingdom (UK) in late January 2020.

To help inform planning of critical care services, both centrally and locally, ICNARC was well placed to rapidly collate, analyse and report data, weekly, on patients critically ill with confirmed COVID-19 by virtue of its ongoing co-ordination of the Case Mix Programme, the national clinical audit for adult critical care covering England, Wales and Northern Ireland.

To help support evaluation of therapeutic interventions to combat the challenge of COVID-19, both nationally and internationally, ICNARC was well placed to manage and co-ordinate research on patients critically ill, or likely to become critically ill, with COVID-19 by virtue of its ongoing UK co-ordination of the global Randomised Embedded Multifactorial Adaptive Platform trial for Community Acquired Pneumonia (REMAP-CAP) redirected to COVID-19.

Responding to the global pandemic (UK epidemic), in the above two ways, was the major focus of ICNARC’s actual activities in 2020.

Five **important enablers** underpin our priorities:

Governance

- *good governance will underpin all we do*

People and culture

- *a high-performance culture and a stimulating, rewarding environment will attract/retain staff*

Communication

- *good communication with key audiences will increase our potential for impact*

Financial sustainability

- *good business and financial planning will underpin all we do*

Technology

- *transforming technology will make us more efficient and responsive*

Governance

- Continued to improve regulatory infrastructure, systems and processes

People and culture

- Effected rapid transition to home-working for all staff with regular monitoring
- Continued to update HR policies and procedures

Communication

- Effected virtual communication with staff with regular review
- Ensured widest possible communication of our information on COVID-19

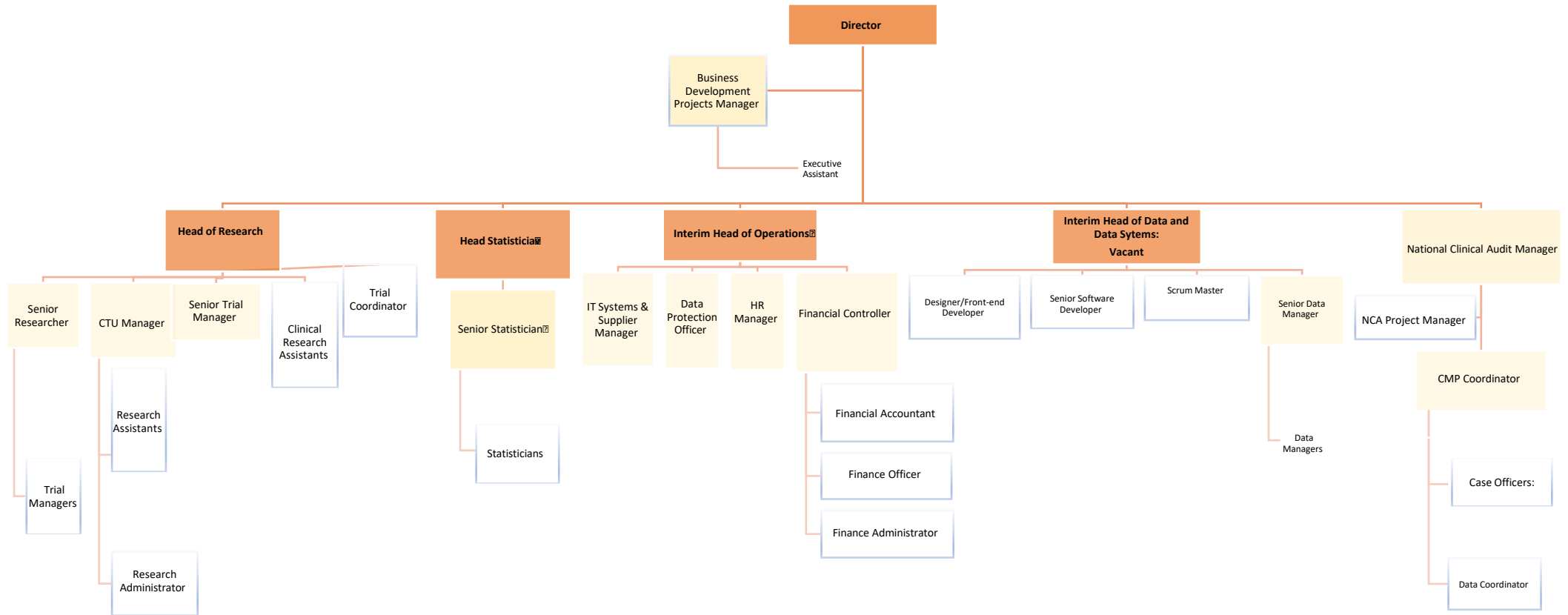
Financial sustainability

- Continued to improve our financial systems to improve accountability
- Continued to improve our management of suppliers

Technology

- Continued to improve our IT infrastructure/systems

ICNARC Organisation Chart



Chief Operating Officer (COO)

Job description

Purpose:	To lead and oversee on all commercial and operational aspects of management for ICNARC in line with the strategic vision and business objectives.
Responsible to:	Director
Internal relationships:	Board of Management (Trustees), Audit & Risk Sub-Committee, Information Governance Sub-Committee, Pension Governance Sub-Committee, Director, Head Statistician, Head of Research, Head of Data & Data Systems, the Operations team and wider ICNARC staff. The post holder will be a member of the Senior Management Team.
External relationships:	Relevant professional business-related organisations, including financial auditors, IT and service suppliers, recruitment agencies, etc.
Direct reports:	Operations team (Financial Controller, HR Manager, IT Systems & Supplier Manager and Data Protection Officer).
Location:	Hybrid working between ICNARC's offices and home
Salary:	£80-85k

Principal duties and responsibilities:

- Leadership and oversight:
 - As a key member of the Senior Management Team, to support the Director in the development and implementation of ICNARC's strategic vision and supporting business plans for approval by the Board of Management (Trustees).
 - Work effectively and transparently with Trustees and all other Board of Management Sub-Committees, the Senior Management Team (SMT) and ICNARC staff to promote an inclusive, vibrant and high-performing organisation.
 - Provide leadership and guidance to the Operations team and oversee their support for ICNARC's audit, research and data services.
- Operational management:
 - Maintain strong financial, budgetary and internal controls in reporting on all aspects of ICNARC's operations.
 - Provide and develop management information which communicates progress against strategic, business and financial plans.
 - Further develop accounting system (QuickBooks) and associated budgeting, reporting and forecasting tools.

- Monthly, quarterly and annual reporting to SMT, to the Audit & Risk Sub-Committee and to the Board of Management (Trustees).
- Deliver a finance strategy for ICNARC which supports the overall business plan and enables it to operate successfully and continue to grow, as planned.
- Ensure that ICNARC is compliant with all legal, regulatory and governance requirements relevant for an organisation registered with the Charity Commission, operating in the fields of national and international healthcare audit and research. This includes working with the Senior Information Risk Owner (SIRO) and the Data Protection Officer (DPO) to establish and monitor Information Governance policies and procedures.
- Deliver IT processes and controls which enhance all aspects of data security, platform stability and speed while embedding continuous improvement into all aspects of the IT services function.
- Working closely with the Director and Trustees to develop and deliver a communications strategy for ICNARC
- Maintain, on a continuous basis, a safe and supportive working environment for all ICNARC staff in line with the hybrid and flexible working model.
- Ensure that all HR records and employment contracts are secure and kept up-to-date, that payroll and pension activities are performed accurately and on a timely basis and maintain regular interaction with any HR outsourced services. Maintain policies and procedures which align to employment law.
- Operate in accordance with ICNARC's values, policies and procedures.

Person specification

- **Essential**

- Experience in leading and developing corporate support functions within an SME environment with complex revenue recognition and varying income streams.
- MBA or equivalent e.g. professional accountancy qualification (ACA, ACCA, CIMA, etc).
- Strong analytical skills – confident with all aspects of budgeting and financial reporting, finance systems and detailed accounting experience an advantage.

- **Desirable**

- Proven track record of working in an organisation that has been through significant change and being part of the team that led that change.
- Experience of working within the not-for-profit sector.

- **Skills/knowledge**

- Confident and resilient senior manager with ability to multi-task and work collaboratively with the SMT and effectively with the Board of Management and all Sub-committee.
- Strong people management skills with an ability to coach, mentor and develop high performing teams.

- Ability to manage complexity, think creatively and critically, and drive to resolution and action.
- IT literate with ability to manage projects and supplier relationships.

How to Apply

To express your interest in the role, please submit the following:

- An up-to-date CV with details of two referees. We will not contact them without your permission.
- A supporting statement that outlines your motivation for applying and addresses the criteria in the Person Specification.

All applications are being handled by our recruitment partner, Russam. Please upload your application [HERE](#).

If you have any difficulty uploading your application or if you would like to have an informal and confidential discussion about the role, please contact Melissa Baxter:
melissa.baxter@russam.co.uk | 07789 985 229

Closing date for applications: Friday 8th July 2022

Preliminary discussions with Russam: W/c Monday 18th July 2022

Interview with ICNARC: W/c Monday 1st August 2022

We look forward to receiving your application.