**Deputy Programme Manager**

**Location:** London & East Surrey

**Reports to:** Programme Manager

**Working with:** Internal (within InHealth): Head of Screening, AAA Screening London Screening Programme Manager, Screening Technicians, Admin, Patient Engagement Centre, Breast Screening Programme Managers, Finance, HR & Procurement teams. External: Clinical Director & Associate Clinical Directors, Clinical Nurse Specialists, QA Lead / Clinical Skills Trainer, Patients and their relatives, General Practice / Surgery Staff, Regional Screening Quality Assurance Service (SQAS), NHS England, Other AAA Screening Units, Local Hospital Trusts, Local community groups

**Introduction:**

The London Abdominal Aortic Aneurysm (AAA) Screening Programme aims to detect abdominal aortic aneurysms in the eligible population of males aged 64 years and over. Early detection will enable treatment to save lives. The primary purpose of this role is to deputise and support the Programme Manager in delivering the community–based AAA screening programme for the eligible population across London and East Surrey. The post holder will ensure the smooth running of the programme and support the Programme Manager to contribute to delivering a safe and effective programme in accordance with national guidance.

**What you will do:**

The primary purpose of this role is to support the Programme Manager in overseeing the day-to-day operational management of the local programme. The successful applicant will ensure that operations are carried out to a high standard, maintaining continuity and delivering managerial support to the wider team.

In the absence of the Programme Manager, the Deputy Programme Manager will assume responsibility for attending both external and internal meetings, representing the service at a senior operational level.

**What you are responsible for:**

**People Management**

* Oversee and manage staff sickness, annual leave, mandatory training, and appraisals.
* Assist in recruitment, shortlisting, interviewing, and appointing screening staff.
* Provide line management support to local screening staff.
* Organise local induction for new starters, liaising with the training and development function.
* Plan and review staff training in collaboration with the clinical skills trainer and the national AAA screening team.
* Offer first-line support to screening staff facing technical malfunctions or unusual findings.
* Manage clinic rotas and patient scheduling in cases of staff absence.
* Planning and Organisation
* Identify and secure new screening locations to improve accessibility and patient uptake.
* Prepare reports for meetings and ensure proper distribution to local and national colleagues.
* Drive continuous improvement through team meetings and proactive issue resolution.
* Oversee the operational activities of the screening programme in the absence of the Programme Manager.

**Communication**

* Develop relationships with community staff at screening locations.
* Foster a motivated, cohesive workforce dedicated to delivering an excellent screening service.
* Handle patient inquiries, prioritising urgent cases and escalating concerns where necessary.
* Maintain ongoing communication with the Programme Manager regarding any operational difficulties.
* Resolve problems related to clinics, staff, screening equipment, IT systems, data collection, and facilities.

**Patient Care**

* Ensure all eligible patients receive access to screening, regardless of location.
* Provide reassurance and support to anxious patients and their families with sensitivity and discretion.
* Prioritise patient needs and escalate urgent cases appropriately.

**Policy and Service Development**

* Adhere to agreed protocols and operating procedures.
* Contribute to service reviews and propose improvements.
* Conduct risk assessments at off-site clinic locations.
* Keep local Standard Operating Procedures (SOPs) up to date.
* Evaluate and inspect off-site screening venues, preparing relevant documentation.
* Use the InPhase incident reporting system to record safeguarding concerns and operational issues.

**Information and Analysis**

* Monitor clinic bookings and collaborate with scheduling teams to maximise clinic utilisation.
* Participate in preparing local screening data for internal and external review.
* Research and Audit
* Support local clinical data extraction for research purposes in line with national AAA Screening Programme guidelines.
* Conduct local audits and document findings in accordance with commissioning and QA team requirements.

**Personnel Management and Organisational Development**

* Engage in ongoing training and development as required.
* Actively contribute to the refinement of local standard operating procedures.
* Attend meetings, training sessions, national events, and conferences as needed.

**What people see in you:**

* A team player who is supportive, reliable and trustworthy/who gets stuck in and creates a positive atmosphere
* Someone who thrives on and is calm in challenging situations, working well under pressure
* A person who makes good decisions
* Someone who is approachable, dedicated and hardworking
* A great communicator at all levels, handling pressure
* A positive influence on their work
* A creative thinker

**You will:**

* Be able to demonstrate an appreciation of patient care and confidentiality
* Show a willingness and ability to give priority to patients and customers,

delivering high quality services that meet their needs

* Maintain and demonstrate appropriate technical knowledge relating to screening pathways in SMaRT and with technology, to investigate problems
* Understand the implications of the Data Protection Act, Caldicott Principles
* and GDPR
* Have a demonstrable aptitude towards improving quality
* Show impeccable organisational skills
* Be an competent communicator through all modes of communication (face to face, telephone and in writing)

**You have experience of:**

* Knowledge and experience of working within a screening programme or in other healthcare settings
* Of working in a multidisciplinary team
* Knowledge and experience of SMaRT database (desirable)
* Working to tight deadlines
* Prioritising tasks in a professional environment
* Working as part of a team but also independently
* Being flexible in supporting clinical functions to ensure a smooth pathway delivery
* Computer Literacy with accurate data entry skills and attention to detail