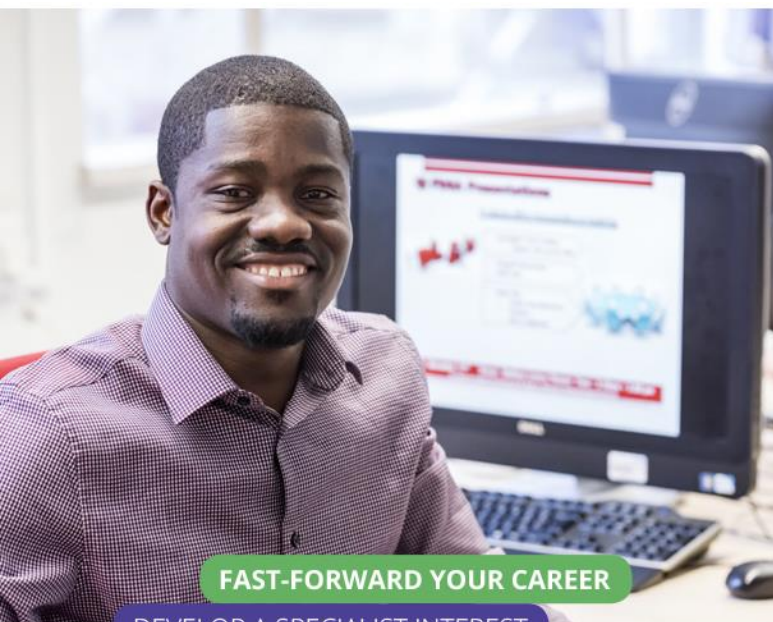


Recruitment information pack

Paediatric Performance Manager

West London Children's Healthcare



FAST-FORWARD YOUR CAREER

DEVELOP A SPECIALIST INTEREST

BE PART OF A SUPPORTIVE TEAM



STRUCTURED CAREER PROGRESSION

LEADERSHIP COURSES

SCOPE TO DEVELOP NEW SKILLS

WHO WE ARE

ABOUT WEST LONDON CHILDREN'S HEALTHCARE

West London Children's Healthcare was formed on 1st April 2022 bringing paediatric services at Imperial College Healthcare NHS Trust (ICHT) and Chelsea and Westminster Hospital NHS Foundation Trust (CWFT) under a single leadership structure accountable to both Trust Boards for all elements of operational, quality, safety and financial performance. WLCH runs services from Chelsea & Westminster Hospital; Hammersmith Hospital; St Mary's Hospital and West Middlesex Hospital. In addition, two child development services operate from the Cheyne Centre and Woodfield Road.

WLCH also partners closely with The Centre for Paediatrics and Child Health at Imperial College London (PaeCH) to ensure that care is research driven, with a specific focus on the common diseases of childhood

It is recognised that significant variations in outcomes exist for children and young people in North West London. These variations are driven both by the social economic factors that impact the daily lives of CYP but also as a consequence of variation in systems, processes and access to healthcare.

WLCH has been established to drive the changes needed to reduce these variations and to improve quality, experience and outcomes across all aspects of child health. We value every member of our team and we are absolutely committed to recruiting and retaining a thriving, diverse and inclusive workforce. Every member of our team has a role to play in leading and shaping the transformation required to improve outcomes by optimising joint working, sharing best practice and constantly striving for improvement.

All aspects of the role will support WLCH in achieving its vision, mission and goals;

Our vision: *Healthier futures for all children and young people in North West London*

Our mission: *To drive continuous improvements in health and wellbeing; engaging with children, young people and their families to deliver outstanding care, to create and share new knowledge and by using our expertise to influence sustainable change*

Our Goals:

- **Equity of care** – improved access and better outcomes for children and young people across all of our communities, defined by their need.
- **Thriving, diverse and inclusive workforce** – with equal access to the opportunities that inspire them, our people are supported to grow and empowered to contribute to, and feel valued for, the ongoing development of their services
- **Research driven care**– transformed and responsive services driven by data and expertise from across our clinical and academic teams
- **Collaborate to deliver seamless care** – North West London-wide solutions to delivering sustainable paediatric services are evident in all we do with zero focus on competition and all our focus on improving health
- **Increased clinical effectiveness** – demonstrable improvements across key metrics achieved by sharing expertise and resource, relentless review of our data and delivery of a clinical site strategy that optimises care pathways
- **Digitally enhanced care** –user informed and directed care enabled by clinicians through innovation, data and technology

- **Increased visibility and impact** – an elevated voice for children and young people in North West London supported by an established new WLCH brand

OUR HOSPITALS AND SERVICES

West London Children's Healthcare runs paediatric services from four acute sites and 2 child development service locations. In addition, we have formed an alliance, working in partnership with other acute providers in North West London and with our partners in community, mental health, local borough and voluntary sector services.

Chelsea & Westminster Hospital

Chelsea & Westminster Hospital is the lead centre for specialist paediatric and neonatal surgery in north-west London, carrying out the most complex surgeries on babies and children. The site has undergone major redevelopment to improve the children's wards, including the recent development of a brand new Neonatal Intensive Care Unit. It also benefits from state of the art children's operating theatres and has put in place new premises for the hospital school. In 2022-3 we opened a new, dedicated paediatric dental theatre, to improve access for some of our most vulnerable patients, and a new Paediatric Assessment Centre.

Hammersmith Hospital

Hammersmith Hospital is a specialist hospital and hosts the David Harvey Paediatric Ambulatory unit and a paediatric outpatient department. Neonatal intensive care is provided from the Queen Charlottes and Chelsea Hospital (QCCH) on the Hammersmith Hospital site. Serving a diverse population, Hammersmith Hospital children's services will continue to evolve to meet the needs of children and young people in the area.

St Mary's Hospital

St Mary's Hospital is a large, acute hospital and hosts one of the two major trauma centres for paediatrics in London, alongside a 24-hour specialist children's A&E department. St Mary's is the lead centre for paediatric intensive care in north-west London, in a recently opened new and expanded PICU, and provides specialist oncology, haematology, a bone marrow transplant service and specialist infectious diseases care. St Mary's is also the home of the specialist allergy team providing the latest treatments including oral immunotherapy.

West Middlesex Hospital

The paediatric department at West Middlesex is a busy local service providing high quality paediatric care for the local population. The unit comprises a general paediatric ward (Starlight), a dedicated paediatric short stay unit (PSSU), a day case unit (Sunshine), a Special Care Baby Unit (SCBU) and paediatric outpatient facilities. The paediatric emergency department provides assessment and care for acutely unwell children.

Child Development Services

There are two Child Development Centres within WLCH at Cheyne Child Development Centre and Woodfield Road. Child development services are delivered across 3 London Boroughs, in conjunction with community partners to provide identification, assessment and management of children with disability, in a multi-disciplinary/multi-agency basis. The services received recent significant recurrent investment in 2022 to improve access to this important service.

OUR VALUES

We are absolutely committed to ensuring that our patients have the best possible experience within our hospitals. We are looking for people who are committed to delivering excellent patient care, whatever their role, and who take pride in what they do. We place a high value on treating all patients, customers and colleagues with respect and dignity, and seek people who strive for excellence and innovation in all that they do.

We value all of our staff and aim to provide rewarding careers and benefits, fulfilling work environments and exciting opportunities.

All WLCH post holders will be expected to follow the values of both organisations (detailed below) and in addition to follow the WLCH guiding principle; *that everything we do is in the best interests of children and young people.*

Imperial College Healthcare NHS Trust Values;

- **Kind** - We are considerate and thoughtful, so you feel respected and included.
- **Collaborative** - We actively seek others' views and ideas, so we achieve more together.
- **Expert** - We draw on our diverse skills, knowledge and experience, so we provide the best possible care.
- **Aspirational** - We are receptive and responsive to new thinking, so we never stop learning, discovering and improving.

Chelsea & Westminster NHS Foundation Trust Values;

These values form the mnemonic PROUD:

Putting patients first

Responsive to, and supportive of, patients and staff

Open, welcoming and honest

Unfailingly kind, treating everyone with respect, compassion and dignity

Determined to develop our skills and continuously improve the quality of care

WHY JOIN US?

Outstanding learning and development opportunities

WLCH promote staff development through internal and external training opportunities as well as research involvement. The unique position of WLCH means we are able to offer a wide range of development pathways bridging both trusts (e.g. rotational posts and secondment opportunities) in order to facilitate development of our team members in all professions and into leadership roles. This is supported by a robust personal development review agenda, in order to ensure we identify individual's needs on their career pathway.

The challenge of a new organisation?

This is an exciting time to join WLCH as we have a unique opportunity to combine services with children and young people at the centre of our care. Our position as one organisation delivering children's services across 2 trusts means we can offer our colleagues a wide range of career opportunities in clinical care, administration and leadership roles.

Engage with child-health specific research

West London Children's Healthcare (WLCH) is a part of the Imperial College Academic Health Science Centre (AHSC), which offers a comprehensive research infrastructure to support the translations of discovery science into patient benefit. In 2020 Imperial College Launched the Centre for Paediatrics and Child Health (PaeCH). The centre's mission is to drive world-class multi-disciplinary research in all aspects of newborn and child health, and the genetic, epigenetic and environmental factors that subvert child development and brings together, in a single network, all academics interested in paediatric and child health research from all four faculties at Imperial College London, not just the Faculty of Medicine. We encourage all staff to be involved in research and support translating research into clinical practice.

Our clinical services are deeply embedded in the local population and our research has an international impact. As such, the partnership between PaeCH and WLCH is uniquely placed to meet local needs with sustained improving outcomes, while also achieving our goal to become an international leader in child health research. One of the WLCH's strategic goals is to contribute to, and benefit from, the most up-to-date learning, research and innovation, with a strong focus on common childhood illness. We are particularly committed to increasing participation across all our professional groups including medical, NMAHPPPs and administrative staff.

JOB DESCRIPTION

TITLE OF POST:	Paediatric Performance Manager
SALARY BAND:	5
LOCATION:	Hammersmith Hospital, West London Children's Healthcare, Imperial College Healthcare NHS Trust
RESPONSIBLE TO:	Service Delivery Manager
PROFESSIONALLY ACCOUNTABLE TO:	Business Manager
HOURS PER WEEK:	37.5

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. WLCH is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is therefore not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

Whilst employment for this role is hosted by Imperial College Hospital NHS Trust (ICHT), the post-holder may be required to work for WLCH across Imperial College Healthcare NHS Trust and Chelsea and Westminster NHS Foundation Trust. The post holder will be bound by the terms and conditions of employment ICHT.

AIM OF THE ROLE:

Manages the performance and clinic management of all clinical paediatric pathways in order to achieve a cost effective, productive, high quality service.

Responsible for supporting and monitoring the RTT performance of all paediatric sub-specialties and working closely with service coordinators, clinicians, administrators and service leads to ensure compliance to national standards.

Provides cross-site support to enable co-operation within and amongst teams.

Key working relationships:

- Business Manager

- Service Managers
- Deputy General Managers
- Service coordinators
- Administration and support staff
- Clinicians
- The wider MDT
- PALS, complaints and clinical governance
- HR Advisory

Key result areas:

- To manage administrative and service support staff
- Establishing, maintaining and monitoring administration and systems relating to service delivery
- Ensuring quality and customer care standards are met consistently
- Improving and maintaining the performance of all paediatric pathways in accordance with national standards

MAIN TASKS AND RESPONSIBILITIES:

MAIN DUTIES:

Service Delivery and Improvement

1. Take overall responsibility for efficient running of the administrative functions of Paediatric Outpatient Booking Team, maintaining effective office/departmental systems and processes.
2. Work with other members of the wider team to ensure quality standards are adhered to.
3. Ensure that the relevant Trust policies and procedures are understood and adhered to by the team.
4. Develop new processes for the service with a view to continuously improving the patient experience.
5. Identify the costs associated with service improvement and seeks approval before implementation.
6. Create and prepare reports relating to service delivery and performance and recommend actions where areas of improvement are identified.
7. Take responsibility for the distribution of workload amongst team members.

Performance Management

1. Monitor and manage patient pathways, presenting weekly and monthly PTL reports and improvement plans when required.
2. Lead on key performance and data quality indicators for the Children and Young Peoples Directorate.
3. Be responsible for the day to day management of the Paediatric Outpatient Booking Team.
4. Assist on daily monitoring of access and waiting times targets and to put in place remedial plans to ensure breaches do not occur.

Risk and Clinical Governance

1. Assist in the investigation and response to complaints and incident reports in line with Trust policy.

2. Assist in the implementation of the Trust's clinical governance framework within the directorate and support the Clinical Governance infrastructure.

Staff Management

1. Manage, organise and support staff effectively through work planning, 1:1 meetings and appraisals, including performance and productivity monitoring. Undertakes sample checking to comply with service standards and audits.
2. Take initial responsibility for local resolution of problems that arise among the staff.
3. Acts as a point of reference and escalation for queries from team members.
4. Responsible for assessing and identifying staff development needs.
5. Manage with underperformance in line with the Trust's disciplinary or performance management policy and procedure.
6. Take responsibility for recruitment and selection in terms of compiling suitable adverts and interview questions, short listing applicants, co-ordination of interviews and communication with candidates.
7. Control and manage attendance and leave, including sickness absent management.
8. Take responsibility for the training of new and existing staff in relation to systems and processes.
9. Maintain up to date knowledge of Trust employment policies and implement them consistently, seeking advice from HR advisory as appropriate.
10. Ensure that the team is aware of relevant Trust employment policies and procedures.
11. Responsible for identifying own personal development and seeking opportunities to develop.
12. Monitor the team's compliance with Trust-wide people management policies and procedures.
13. Ensure all staff, permanent and temporary, are appropriately inducted and have the resources and knowledge to perform their role.
14. In conjunction with the Service Manager ensure staff performance is maximised.
15. Develop team morale and motivation through effective personal leadership, ensuring views and decisions are communicated both up and down the management structure.

Finance

1. Plan and order stationary using the Trust's procurement system.
2. Responsible for signing off time sheets for temporary/agency staff.
3. To be responsible for ensuring cost effectiveness is adhered to all times and that all spending against both pay and non pay budgets is justified.
4. Support the specialty Business Manager in achieving income and expenditure targets including work related to Payment by Results.
5. Ensure that all directorate staff comply with the Trust's Standing Financial Instructions.
6. Manage resource utilisation and expenditure against control totals.

Service Planning and Improvement

1. Assist with implementation of service redesign, focusing on a patient centred approach to delivery, liaising with the Children's Management Team where appropriate. To support and contribute to improve and develop services.
2. Assist with workforce reviews and implementation plans to reflect service needs short and long term.
3. Support the Children's Management Team in the development and implementation of business cases and bids to internal and external bodies to improve services and generate income for the Trust.

4. Support the Business Manager and Service Delivery Managers in the planning and implementation of changes to services and those related services delivered elsewhere in the Trust.
5. Ensure excellent communication with service users, CCG's, GPs and other key organisations is maintained, in order to ensure that their needs and views are taken into account, in the planning and monitoring of directorate activities and the development of services.

Information and Communication

1. Request, analyse and act on information relating to general performance activity and quality, taking corrective action where appropriate to meet standards.
2. Assist in the development of systems to identify long waiters and ensure patients are booked according to clinical need and contract performance, in line with NHP Plan and SLA requirements.
3. Comply with information governance.
4. Manage and disseminate information appropriately.
5. Sensitively reassure and empathise with patients face to face and on the telephone, especially when they raise issues of a highly sensitive nature.
6. Support and calm patients who are anxious and complaining about the service they have received. To ensure co-operation throughout this process, ensuring that all barriers (patients who are hard of hearing/patients who do not have English as their first language) are overcome and that patients are not left anxious or distressed.
7. Use communication skills effectively to persuade and influence senior clinical staff to support Clinical Programme Group objectives.

Policy development

1. Responsible for policy implementation and development for the services under their responsibility.

Other duties

1. Provide cover for other administration managers during periods of leave as appropriate.
2. Provide cover for the other administration/ service support staff during busy periods, sickness and annual leave and where there is an imbalance of workload.
3. Assist in producing ad hoc reports and in project work.
4. Undertake any other duties requested as appropriate to the banding.

PERSON SPECIFICATION

ATTRIBUTE/SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	<i>Application form/CV:</i>	Degree level qualification or equivalent	Degree level qualification

		training and/or experience	or equivalent training and/or experience
SKILLS/ABILITIES	<i>Application form/CV:</i>	<p>Ability to prioritise and delegate tasks appropriately</p> <p>Ability to work under pressure and meet tight deadlines</p> <p>Excellent problem solving skills</p> <p>Dealing professionally, promptly and sensitively with escalated problems, issues and complaints</p> <p>Able to identify areas for improvement and implement processes as appropriate</p> <p>Ability to work autonomously and as part of a team</p> <p>Lead by example</p> <p>Understanding of providing excellent customer service</p> <p>Professional attitude</p>	

		<p>A confident approach</p> <p>Microsoft Windows, Excel, Outlook</p>	
	<i>Assessment/Interview:</i>	<p>PC literate with experience of spreadsheets and data manipulation</p> <p>RTT knowledge</p>	
EXPERIENCE	<i>Application form/CV:</i>	<p>Knowledge of administration procedures and computerised software</p> <p>Clinical Governance tools</p> <p>Proven ability in managing people, process, quality and productivity</p> <p>Provision of management Information.</p> <p>Experience in managing patient Pathways</p> <p>Managing RTT pathways</p>	<p>Experience of coordinating a service, project group or large work stream</p> <p>Operational experience in a managerial role.</p> <p>Staff management including objective setting and appraisal, performance review & people development.</p>
	<i>Assessment/Interview:</i>	See Above	
COMMUNICATION SKILLS	<i>Application form/CV:</i>	Able to communicate contentious and or sensitive information to service users and	

		internal colleagues. Track record of influencing and engaging staff.	
	<i>Assessment/Interview:</i>		
PHYSICAL QUALITIES		Sufficient to fulfil the duties of the post with any reasonable adjustments	
VALUES	<i>Assessment/Interview:</i>	Demonstrable ability to meet Trust values	

Additional information

1. **Health and safety**

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

2. **Medical Examinations**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. **Equal Opportunities**

WLCH and both trusts aim to promote equal opportunities. Copies of relevant policies are available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. **Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. **Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. **Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work Visa/ Permits/Leave to Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of Interests

You may not without the consent of the trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination –the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. Staff also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

10. No Smoking

The Trust operates a smoke free policy.

11. Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trade Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

Chelsea and Westminster Hospital NHS Foundation Trust

Chelsea and Westminster Hospital NHS Foundation Trust provide services from two main hospitals, Chelsea and Westminster Hospital and West Middlesex University Hospital, and a number of clinics across London and the South-East.



We have over 6,000 members of staff that are ***PROUD to Care*** for nearly one million people. Both hospitals provide full clinical services, including full maternity, emergency and children's, in addition to a range of community-based services across London, such as award-winning sexual health and HIV clinics.

We're one of the safest and best performing Trusts in the country. We're also one of the top trusts to work for – our staff say they're engaged, motivated, and would recommend us as a place to work and receive treatment.

In 2020 the Trust was rated by the Care Quality Commission as Outstanding in the well-led and use of resources domains and Good in the safe, effective, caring, and responsive domains. The Trust as a whole was Good, but the Chelsea site was Outstanding.

Our facilities are some of the best in the country. We have been investing around £10 million a year in our estate. We are currently spending £25 million on expanding our adult and neonatal critical care facilities at Chelsea and Westminster and redevelopment of our children's unit at West Middlesex – in partnership with our charity, CW+ and generous donors.

Our priorities

1. **Deliver high-quality patient-centred care**

Patients, their friends, family and carers will be treated with unfailing kindness and respect by every member of staff in every department and their experience and quality of care will be second to none.

2. **Be the employer of choice**

We will provide every member of staff with the support, information, facilities and environment they need to develop in their roles and careers. We will recruit and retain people we need to deliver high-quality services to our patients and other service users.

3. **Deliver better care at lower cost**

We will look to continuously improve the quality of care and patient experience through the most efficient use of available resources.

Our staff

Our staff survey results show that our Trust continues to have high levels of job satisfaction. Striving to improve this even further remains our priority of being an employer of choice. This means not only attracting staff, but keeping them through investment in learning and development, career progression and attention to work/life balance.

Trust Values

The Trust has launched its values to patients and members of the public to demonstrate the standard of care and experience they should expect from any of our services.

These values form the mnemonic PROUD:

Putting patients first

Responsive to, and supportive of, patients and staff

Open, welcoming and honest

Unfailingly kind, treating everyone with respect, compassion and dignity

Determined to develop our skills and continuously improve the quality of care



**proud
to care**

Imperial College Healthcare NHS Trust

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer National Vocational Qualification level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the prestigious Shelford Group – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!



Imperial College London

Imperial College London is ranked one of the world's leading institutions for clinical and health research (THES World University Rankings 2022) and has a critical mass of researchers interested in paediatrics and child health, primarily in common disease:

- **The School of Public Health** is one of the largest and most successful academic departments in the country and has a new vision focused on four themes germane to west London children's healthcare: world health; community health and policy; children's health and wellbeing; life-long health. The children's health theme is being delivered by the Mohn Centre for Children's Health and Wellbeing, a new £25m investment focused on understanding and preventing common childhood disease.
- **The National Heart and Lung Institute (NHLI)** is the single largest grouping of cardiovascular and respiratory researchers in the UK. It's known internationally for its paediatric respiratory research programmes, particularly in severe asthma and cystic fibrosis.
- **The Department of Infection** has a comprehensive and renowned research portfolio in acute and chronic infectious disease, in children and adults, including pathogenesis, susceptibility and treatment of viral and bacterial infections, including vaccines and omic approaches.
- Imperial College London's clinical academic appointments in paediatrics have honorary appointments with Chelsea and Westminster and Imperial College Healthcare.

The Imperial College Centre for Paediatrics and Child Health

The centre was launched in 2020 with the aim to support collaboration between researchers and clinical academics working in neonatal, paediatric and adolescent research and to provide the academic underpinning to west London Children's Healthcare.

The Centre for Paediatrics and Child Health's mission is to drive world-class multi-disciplinary research in all aspects of newborn and child health, and the genetic, epigenetic and environmental factors that subvert child development. As such, the centre brings together, in a single network, all academics interested in paediatric and child health research from all four faculties at Imperial College London, not just the Faculty of Medicine.

The centre has nine core research themes, which are:

- allergy
- global health
- infection
- neonatal medicine
- neuroscience
- public health

- respiratory disease
- origins of child health disease
- child and adolescent mental health.

There are five cross-cutting themes underpinning the centre's research interests and encapsulate its large scale, long-term ambition. These are:

- integrated care
- acute care
- Imaging
- genomics, personalised medicine, platform science and bioinformatics;
- immunology.
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Imperial College Academic Health Science Centre (AHSC)

West London Children's Healthcare is a part of the Imperial College Academic Health Science Centre (AHSC), which offers a comprehensive research infrastructure to support the translations of discovery science into patient benefit. For example:

- Imperial NIHR Biomedical Research Centre (BRC), a partnership between Imperial College London and Imperial College Healthcare, enables experimental medicine research across a range of diseases. The BRC's renewal application (£100m over five years) had child health research integrated across its 14 themes, including: respiratory disease; infections; brain sciences; pregnancy and prematurity; and social, genetic and behavioural health determinants.
- The NIHR NWL Applied Research Collaboration (ARC) is a partnership between Chelsea and Westminster and Imperial College London. Launched in October 2019, it undertakes high-quality applied health and care research, working across local health and care systems, and has research programmes in childhood disease including mental health.

Advanced health informatics

Advanced health informatics are also a strength of the sector. Supported by Imperial College London's integrated health and social care record for 2.6m residents, whole systems integrated care (WSIC), the BRC and the ARC also have digital health themes.

West London Children's Healthcare also benefits from advanced data analytics platforms available for research and direct care; Imperial BRC's iCARE and Discover-Now, and the Health Data Research UK (HDRUK) Health Data Research Hub led by Imperial College Health Partners. Access to these resources across West London Children's Healthcare and the Centre for Paediatrics and Child Health provides a valuable and unique opportunity to better use data to drive improvements in outcomes for children and young people.