

PROFILE

Having Bachelor's in Science with specialisation in Microbiology and extensive administrative experience, I have gained the following necessary skills:

- Managing change and improvement of services by robust Quality Impact Assessment (QIA) of CIPs
- Developing effective and influensive system of working resulting in achievement of high level objectives
- Excellent verbal and written communication skills and can deal effectively at all levels
- Excellent data management, manipulation and interpretation skills presenting complex information into simpler reports in form of charts, graphs and pivots for varying audience
- Highly IT literate with working experience of designing template documents and databases
- Working on own initiative by taking on departmental tasks and demonstrating high level of team work
- Very effective time management skills and multi-tasker
- Highly organised and can handle stressful situation
- Good analysis skills, sensitive about confidentiality and have an eye for detail
- Trust-worthy with calm and steady approach to work
- Flexible & Adaptable

Projects undertaken:

- Leading a 'live' project of designing the PID template and introducing a system of recording essential elements of CIPs
- Specialty Groups portal development plan – from conceptualisation, designing, implementation to execution involving measuring outcomes
- Redesigning the Neurosciences Consultants Leave Record database and presenting it in Clinical Unit Board Meeting

CAREER HISTORY

Organisation: West London Mental Health NHS Trust

Duration: Feb 2013 – till date

Designation: CIP Project Officer

Job Responsibilities:

- Project Management Support including initiation, implementation, monitoring and evaluation for a portfolio of QCIP (Quality and Cost Improvement Plan) projects.
- Being an active member of Service Improvement / Change Management programme, revamping the current PID template and linking it to the CIP database ensuring it further feeds the information in the LTFM.
- Developing QCIP strategy and flowcharts that clearly illustrates series of Gateway Reviews and accountabilities at all levels.
- Providing challenge and support so that all the schemes are developed in a standardised way with risks to quality and deliverability identified together with mitigations planned and KPIs highlighted to monitor risks.
- Maintaining a tracker for internal as well as external interdependencies of the schemes and ensuring there is no double counting.
- Creating a new template that allows auto-calculations and flagging the RAG status of the schemes according to the Financial Value, Deliverability Risk Rating and Quality Risk Rating.
- Verification of reduction of posts against planned financial savings and maintaining version control of each QCIPs.
- Ensuring all QCIPs endeavour to improve the quality of services in line with Monitor guidance and eliminate waste, thereby releasing cash savings that enable a more sustainable approach to care provision.
- Ensuring the milestones for each schemes are clearly identified which do not adversely impact on the quality of the service and the 'live' task register is updated in accordance with their timelines.

- Designing and providing user guidance for completion of PID to meet expectation of various gateway reviews and ensuring the details such as benchmarking information, key assumptions and non-financial benefits strongly align with projected outcomes.
- Interacting with Project Leads on regular basis and updating Risk Register and ensuring there is no negative impact on quality of care provided.
- To contribute to the on-going development of the Integrated Business Plan (IBP) for up to five years and making sure the QCIPs are in alignment with Organisations Strategic aims, Quality framework and Vision.
- Contributing to development of future plans through thorough market analysis preparing graphs and comparison charts depicting current market situation and predicting impact of National Policy drivers.
- High level of analysis and production of complex tailored reports to meet the requirement of different audience involved in the approval process.
- Working closely with Head of Finance for developing a system that captures all the essential information.

Organisation: London (North-West) Comprehensive Local Research Network
Duration: May 2011 – October 2012
Designation: Specialty Group Facilitator & Interim RM&G Facilitator

Job Responsibilities:

Communication:

- Develop and manage smooth communication pathways across the team, R&D departments of member organisations, NIHR CRN Coordinating Centre, Specialty Group Leads (SGL) and Finance departments
- Producing complex reports for meetings with Local Specialty Group (LSG), communicating national initiatives
- Set objectives for increasing activity and monitor progress against agreed targets
- Contributing towards local portal pages and web pages

Information Management:

- Develop a system to manage/monitor/review progress of each Specialty Group (SG) which can allow CLRN to performance manage the SG
- Extract information from databases and files to produce ad-hoc complex reports, Pivot tables, Charts and Graphs and TT Recruitment Summaries in highly presentable format

Recruitment to time and target (TT):

- To support the new SG leads /co-ordinators
- Develop a system not only that can capture information of the studies that are on time but also produces alert that are lagging behind
- Support SG leads to work with Chief Investigators ensuring accurate information is available on portfolio database and helping RDCs and CI/PI with uploading recruitment data

Operational, Performance Management & Reporting:

- Assist Clinical Directors, local leads and others to identify members of each LSG
- To track performance against overall agreed targets
- Identifying and informing risk areas and highlighting corrective measures
- Active preparation of Business Reports and Action Plans

Research Management & Governance (RM&G) and Industry:

- Assisting Lead RM&G Manager for achievement of objectives and ensuring all CSP projects are processed in timely manner and building and maintaining strong key working relationship
- Ensuring effective delivery of RM&G functions at specific Member Organisations of the CLRN
- Assisting RM&G Operations Manager and Lead RM&G Manager in achieving approvals for Single centre and Multi-centre studies in accordance with national procedures and national CSP guidelines.
- Keeping track of all the Industry studies in the patch and developing a method to extract necessary information when required
- Dealing with highly confidential data and Expressions of Interest (EOI)

Organisation: Great Ormond Street Hospital for Children NHS Trust
Duration: Sept 2005 – Jan 2011
Designation: Neurology Outpatients Appointments Co-ordinator / Medical PA

Job Responsibilities:

- Be a focal point of contact for external organisations as well as internal departments for neurology referrals and attending weekly referrals' meeting
- Having sound knowledge of medical terminology, scrutinising referrals by adhering to 'no more than 18 weeks' wait as per the trusts referral policy
- Varied complex tasks like distributing agenda, taking minutes, dealing with caterer, booking rooms and maintaining and updating contacts on the shared drives
- Ensuring effective communication with all the clinicians and specialist nurses of the group and maintaining up to date records on the system
- Managing Specialist, Transient Care, Generic and Outreach clinics on regular basis by organising the clinics and ensuring all the relevant correspondence are filed in the notes and on the shared drives appropriately
- Dealing with service agreements and PCT's for organising and approval of funding for specialist clinics
- Requesting and sending MDS reports and clinical reports, referrals and scans from other hospital and dealing with respective email and phone queries
- Planning and maintaining consultants' monthly bleep rota and distributing it trust wide to all the relevant parties in the trust. Transforming the complex yearly information into monthly updates for easy access for all the members of the group and holding bleep on rota basis taking urgent to immediate queries

Organisation: Vital Pharmaceuticals Ltd.
Duration: Nov 2004 – August 2005
Designation: Office Administrator

Job Responsibilities:

Vital Pharmaceutical Company deals in import and export of pharmaceutical products. I was responsible for:

- Preparing import and export documentation and dealing with international clients
- General office responsibilities including ordering stationary, scanning, photocopying, faxing, organising meetings, booking flights and managing diaries
- Preparing checklist of documents and sending them to relevant parties before the arrival of the shipment.

EDUCATION & PROFESSIONAL QUALIFICATIONS

- Bachelor of Law
- Bachelor of Science (Microbiology)
- Higher Secondary School Education
- Secondary School Education

TRAINING COURSES ATTENDED

- Preparing to teach in lifelong learning sector (Buckinghamshire New University)
- Good Clinical Practice GCP (Infonetica)
- Introduction to Budgeting (Healthcare Financial Management Association – HFMA)
- Leadership and Management (Great Ormond Street Hospital)
- Time Management (Great Ormond Street Hospital)
- ECDL (Part 1) (Great Ormond Street Hospital)
- Medical Secretarial (Pitman Training Centre)

REFERENCES

Available upon request