

Job Title: Clinical Governance Manager
Reporting to: Head of Clinical Governance
Network: Clinical Operations
Direct Reports: TBC

Job Band: Band 3
Team: Clinical Team

Job Summary

The post holder is an integral part of the Medical and Clinical Directorate, reporting to the Medical Director. Responsible for undertaking the professional clinical development of St John people across the organisation's operational functions. Ensuring a robust compliance with all clinical policies and procedures.

Key Responsibilities

- **Provide a single point of contact and manage and develop activity within the following workstreams:**
 - **Training** – provide clinical review and support to those developing training to ensure St John Ambulance people have easy and appropriate access to training and educational materials.
 - **Professional support** – including development of CPD opportunities, supporting HCPs at all levels, including the new HCP roles being introduced withing the organisation.
- **Manage clinical input within the following workstreams;**
 - **Ambulance & Community Response and Operations** - provide clinical advice and support to St John Ambulance's internal and external contract negotiations as requested or deemed appropriate.
 - **Clinical Governance and Assurance** - Establish systems which will provide assurance that service areas meet clinical standards for providing safe and effective care as directed by St John Ambulance policies and other statutory regulations. Work with the colleagues in the Medical and Clinical Team to develop systems and monitoring processes in support of consistent and effective clinical governance. Support the review of clinical policies, procedures and publications, including facilitating consultation, preparation and implementation of plans and summaries for approval, stakeholder workshops and consultation with expert leads both within St John Ambulance and external.
 - **Infection Prevention and Control** – provision of support through membership of the Infection Prevention and Control Water Safety Working Group (IPC WS WG) Clinical Advisory Group, and to undertake all associated tasks and projects therein.
 - **Directorate Business** – support colleagues within the Medical and Clinical Directorate to maintain effective communication channels across the wider organisation particularly Regional Clinical Teams, clinically-focused business units working groups. Supporting the Medical Director and team in the planning and deliery of clinical events and clinical projects as required.
 - **Directorate Operation** - work under own initiative to manage and complete clinical tasks for the Medical and Clinical Directorate as required.
- Champion and exemplify compassionate leadership and St John Values
- Engage, involve and empower St John People in problem-solving and improving the organisation
- Actively promote diversity and a variety of perspectives across the organisation
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

Important things you need to know about this job

- *You must be willing to travel as required*

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Registered Healthcare Professional	✓	
Educated to GCSE level or equivalent (Grade C) including Maths & English (minimum 5)	✓	
Further or higher education or equivalent	✓	
✓		
Working in a clinical patient-focussed environment	✓	
Dealing with clinical management processes/issues	✓	
Embedding an understanding of clinical quality assurance and regulatory requirements	✓	
✓		
Very well organised, able to handle competing priorities and keep multiple projects on track	✓	
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use a wide range of communications media including common Windows based IT systems	✓	
Knowledge of St John Ambulance organisation and aims		✓
Excellent verbal and written communication skills	✓	
Ability to build and maintain effective networks internally and externally	✓	
Knowledge of clinical compliance/ regulatory standards	✓	
Ability to work as part of a geographically dispersed team and on own initiative	✓	
Be willing and able to exemplify the HEART values	✓	
Ability to address problems and issues in a systematic and structured fashion and analyse complex situations	✓	
DBS Requirement	Yes	No
Does the role require a DBS check to be carried out to be successful for the role		
<i>If Yes what level of DBS check is required for the role Basic/Enhanced</i>	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: LT	Date of preparation: 18/09/2025
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