

The James Cochrane Practice
Data, Quality and Engagement Coordinator Job Description & Person Specification
2026

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

Role Details	
Job Title:	Data, Quality and Engagement Coordinator
Hours of work:	37 hours per week
Primary Locations:	The James Cochrane Practice: • Helme Chase Surgery, Kendal, LA9 7HR • Maude Street Surgery, Kendal, LA9 4QE
Salary:	£14.09, increasing with experience
Line Manager:	Patient Services Manager
Suitable for:	Graduate-level applicant seeking a career in healthcare, data analytics, digital technology, quality improvement and patient engagement. Ideal for individuals with strong analytical and communication skills who are passionate about using data and digital innovation to improve healthcare services and patient outcomes.
Commencement date:	2026

Job Summary
The role offers an excellent opportunity for individuals considering careers in healthcare management, data analytics, digital transformation, quality improvement, NHS leadership or health informatics. The Data, Quality and Engagement Coordinator will support the practice's ambition to become a data-driven organisation delivering outstanding patient care through the effective use of data, quality improvement, digital technology and patient engagement. The post holder will be responsible for collecting, analysing and interpreting data to support service delivery, patient engagement, and maintaining and developing digital systems. They will develop a strong understanding of Quality Outcomes Framework (QOF) indicators, Local Enhanced Services (LES) requirements, and Investment and Impact Fund (IIF) indicators.

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The role offers a varied and rewarding opportunity to gain experience across multiple areas of primary care including:

- Data analysis and reporting
- IT support and troubleshooting
- Patient participation and engagement
- Digital communications and social media
- Website management and content creation

The post holder will ensure that practice systems, processes and communications are effective, accessible and patient-centred while contributing to the achievement of contractual, operational and quality objectives.

Primary Responsibilities

Data Analysis and Reporting

- Develop a detailed understanding of practice performance measures including Quality Outcomes Framework, Enhanced Services and local quality improvement programmes
- Design, run and maintain searches to support patient recall, long term condition management, quality improvement initiatives and contractual reporting requirements
- Identify variances from expected activity levels, investigate underlying causes, and work with the Long Term Conditions team to implement corrective actions where required
- Monitor, analyse and report search outcomes, recall performance and contractual activity to the Practice Business Manager and responsible GP Partner
- Undertake regular audits of clinical coding and data quality to ensure the accuracy of reporting, performance monitoring and commissioner claims
- Assist with commissioner returns, claims and reporting requirements
- Provide search and data analysis support to the practice as required

Digital and IT Support

- Systems support and maintenance (e.g. Emis, Docman, AccuRx, Microsoft Office)
- Maintain the accuracy and quality of our EMIS database
- General IT support and troubleshooting
- Update and maintain digital channels such as the Practice website, social media and waiting room screens
- Identify opportunities to improve efficiency through better use of technology and automation
- Support the implementation, testing and configuration of new systems and digital solutions

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Patient Engagement

- Produce and update practice literature, (e.g. newsletters, leaflets, guides) and graphics, using Canva
- Assist in health campaigns such as seasonal vaccination recall and clinics
- Coordinate and support the Practice Patient Participation Group
- Support patients with queries as needed

Business and Operational Support

- Support process reviews and implementation of new systems
- Provide support for projects and management initiatives
- Work collaboratively with colleagues across all departments
- Always maintain confidentiality and information governance standards

Communication

Using a variety of methods to communicate well with a range of stakeholders, including patients, other members of the practice team, and people from other organisations.

Secondary Responsibilities

Participate in training and service redesign activities

Deliver training, mentoring and guidance to other staff

Contribute to the achievement and maintenance of good to outstanding CQC registration status

Data, Quality and Engagement Coordinator – Person Specification

Qualifications	Essential	Desirable
Educated to degree level (or equivalent qualification) in a relevant discipline	Yes	

Experience	Essential	Desirable
Administrative experience in busy office environment		Yes
Experience handling confidential information		Yes
Primary care or NHS experience		Yes
Experience supporting meetings		Yes

Skills	Essential	Desirable
Strong communication skills	Yes	
IT literacy (Word, Excel, Outlook)	Yes	

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Advanced Excel skills		Yes
Data analysis and reporting	Yes	
Ability to prioritise workload	Yes	
Problem-solving skills	Yes	
Website/social media content experience		Yes
Critical Thinker	Yes	
Ability to work autonomously	Yes	

Personal Qualities	Essential	Desirable
Professional and approachable	Yes	
Ability to maintain confidentiality	Yes	
Calm under pressure	Yes	
Team player	Yes	
Flexible and adaptable	Yes	
Creative	Yes	

Other Requirements	Essential	Desirable
DBS check	Yes	
Willingness to undertake training	Yes	

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Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I creates an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements.

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All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met, and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and, enable them to improve processes and service delivery.

Collaborative Working

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All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The James Cochrane Practice must adhere to the information contained within practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.