Head of Product Development

Join an agile social enterprise working to support healthcare workers to deliver high quality care in low and middle-income countries globally. Lead us in building innovative, impactful high-quality products and services, initially focusing on the launch a unique digital offer to support remote e-learning via the new PCI Academy.

22.5 hours/week @ £37-42,000 pro rata

Home-based (with regular co-working days and ad hoc meetings in Oxford/Warwickshire area when permitted) 12 month fixed-term contract with strong likelihood of contract extension

About PCI

PCI was launched as a social enterprise in 2014 by Red Whale | GP Update, one of the UK's leading providers of continuous medical education (CME) in primary care. We are a small 'virtual' team with big ambitions.

PCI seeks to find sustainable solutions for delivering quality and cost-effective front-line healthcare worldwide. This encompasses a major focus on learning and development for healthcare workers. PCI had already started developing and testing remote models of delivery, and, given the impact of Covid-19, we are accelerating this process and shifting from a primarily face to face learning model to a blended model in which digital learning plays an important part.

This is an exciting time to be working with PCI as we are rapidly scaling up our digital capabilities to deliver existing and new projects with a wide range of partners, from the WHO and the UNHCR to Ministries of Health to NGOs. Our distinctiveness lies in our peer-to-peer learning style and pragmatic, case-based approach to putting that learning into practice.

You'll be working alongside a friendly and supportive operational team, and a network of Clinical Associates. In delivering the project, you'll work closely with the CEO, Head of Programmes and Clinical Director. You'll also have the support of a Digital Project Manager reporting directly into this role whose responsibilities will include managing our Learning Management System.

The role

- **Strategic Leadership of the PCI Academy (70%)**

The Academy, currently in beta phase, is due to launch in Spring 2021. It will become a hub for all PCI learning and a central component to our work strengthening primary healthcare globally.

  ➢ Lead on the initial launch of the PCI Academy with its inaugural course and initial cohorts
  ➢ Provide strategic leadership to the next phase of PCI Academy development (spanning commissioning content, design, user experience, accreditation)
  ➢ Scope, design and incorporate social learning opportunities through cohort-based learning and online communities of practice
  ➢ Develop professional development opportunities for PCI Academy alumni, in turn serving to diversify PCI Faculty and create learning within and across LMIC.

- **Development of PCI products and services (25%)**

Working closely with the Clinical Director, build on PCI's distinctiveness to develop and refine its existing and new products and services (from distance mentoring programmes to Clinical Decision Support Tools). Apply design thinking and user experience perspectives to:

- ➢ ensure PCI's Clinical Associate network has the resources, frameworks and guidance necessary to deliver consistently high-quality services;
- ➢ enable PCI's target audience to seamlessly access a portfolio of relevant and impactful services;
- ➢ clearly define and communicate the overall PCI offer to existing and potential partners

- **Innovation and change management (5%)**

In order to harness evolving technologies and best practices:

- ➢ Scan the horizon for new trends and innovations in the global health ecosystem and beyond
- ➢ Identify ways in which PCI can make use of emerging technologies in ways that are feasible from an operational and financial perspective (such as through grants and participation in research partnerships)
- ➢ Promote established and emerging best practice in capacity development, innovating to enable multi-directional learning and peer-to-peer knowledge exchange.

About You

You will combine experience of working strategically and collaboratively to develop and deliver products and services whilst also bringing digital savvy and insight from the global health sector.

We'd love to hear from you if you are…
- **Curious and possess a learning mindset**: you are passionate about yourself and others' learning and are open to new tools, experiences, and ways of doing things
- **A compelling influencer**: you have the knowledge and skills that it takes to get people excited about PCI's approach to (digital) pedagogy, and you can effectively work with clinicians and understand their needs and feedback
- **Agile & adaptable**: you're flexible in the face of change and comfortable with ambiguity
- **A fast worker**: able to work at pace to ensure efficiency without compromising quality
- **A problem-solver**: you're a self-starter who takes challenges in your stride, maintaining a positive and energised outlook which motivates those around you
- **A stickler for the detail**: you're highly organised and set and maintain exceptionally high standards for your own and others' work

The ideal candidate would also have:
- Developed and launched new learning and development offers, preferably in LMIC markets
- Designed innovative active, social and applied learning experiences
- A keen interest in the evolution of new technology solutions and their application
- Experimented with fully online and blended delivery models
- Knowledge and understanding of global health priorities and trends

How to apply

Please send us your CV, cover letter & application form explaining why you are interested in this role, and how your skills and experience make you suitable to recruitment@pci-360.com by January 21st, 9am GMT. Those who are short-listed will be invited to a virtual interview on January 28th via Zoom.

Equality Statement

Equality and diversity is at the core of PCI values. Staff and consultants are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected. We actively encourage

applicants from BAME and other under-represented groups. Candidates must have the right to live and work in the UK.

This is a UK based role. Candidates must have the right to live and work in the UK and be resident in the UK.