

## Our 'Deal' for employees

Working at Monitor offers you the chance to:

### Make a lasting difference to people's lives

- strive to solve complex technical and social problems that matter
- make a big impact on the quality, efficiency and availability of NHS care
- achieve sustainable improvements for NHS patients across England



### Learn fast and progress your career

- work in teams of skilled, diverse, highly motivated colleagues
- gain recognition and reward based on fair principles and evidence
- form networks with professionals across the health services sector
- seize wide-ranging, relevant opportunities to develop your skills



### Enjoy a can-do, inclusive culture

- contribute to open, honest communication, where every employee's voice counts
- combine professional drive with a good work/life balance
- thrive in a high energy, flexible, evolving organisation



# Our values

In return, we ask that you live by our 5 values:

## Patients first

- let the best interests of patients guide all your decisions
- understand patients' needs and expectations
- uphold what evidence shows is right for patients



“For me, this is at the absolute core of why I do what I do. Having clinical and NHS operational background and experience, means I question and challenge our work from those perspectives. I think this helps us reach a better understanding and view of what works best for the healthcare system and those that use it.”

**Anne-Marie Helier, Clinical Adviser - Co-operation and Competition**

## Support the front line

- help the nurses, doctors, managers and the many others who deliver NHS care
- recognise their commitment to patients
- empathise with the challenges they face in all your interactions



“My role and that of the team that I lead is primarily focussed on how to support providers to build capability and capacity to provide high quality care. Whilst our work is mainly targeted at board level directors, my own personal experience of working in the NHS from a junior administrative role through to board level is that you must always remember that care is provided by the front line staff and that our work must translate to their lived experience of caring directly for patients.”

**Suzie Bailey, Development Director, Sector Development - Strategy and Policy**

## Work with partners

- collaborate with people in organisations across the health system
- respect colleagues in partner organisations
- earn their trust by adhering to the highest professional standards



“I use my contact network spanning providers, other regulators and central government to share intelligence, keep up-to-date with developments and identify where informal and formal collaboration could yield more progress or a better outcome.”

**Ron Agble, NHS Seconded, Enforcement Director - Provider Regulation**

## One team

- make sure patients get the collective best of everyone at Monitor
- reach out to and work closely with colleagues in other parts of the organisation
- understand and value every colleague's contribution, whatever their role



“We are a central team that works across Monitor supporting a number of directorates to deliver on our objectives. For example, we work with the Enforcement team to help providers that are struggling; we work with Pricing to set the right incentives and we work with Policy to promote a joined up approach to moving care out of hospitals.”

**Kelly Lin, Senior Economist - Economics**

## Be professional

- bring evidence and analytical rigour to bear on every decision
- communicate clearly, concisely and in plain language
- do what you say you will do, in full and on time



“A key element of professionalism in the Organisation Development space is trust. Staff must feel they can rely on me to give good advice and to do what I say I'll do. They must also trust that I'm respectfully challenging them in the best interests of their personal and professional growth and development.”

**Aidan McCormack, Organisation Development Lead - Organisation Transformation**

Visit [our website](#) to find out more about working for Monitor and view our latest opportunities.