

## **JOB DESCRIPTION**

**Job Title:** Health Inequalities Project Delivery Assistant

**Band:** 5

**Responsible To:** Senior Programme Manager

**Accountable To:** Associate Director of Policy & Partnerships

**Section/Department/Directorate:** Partnerships/Strategy Directorate

### **Job Purpose:**

The post holder will contribute to the effective delivery of – health inequality projects bringing about positive change across the Trust and wider system. This is a diverse, fast-paced and wide-ranging role working across the RDUH health inequalities programme, specifically in the North in conjunction with One Northern Devon with external partners across One Northern Devon Local Care Partnership. The post holder will be an enabler and champion of change

responsible for deliverables within projects under the Health Inequalities Strategy & Workplan. This role will work closely with Project Managers and partner organisations to work within the scope of project plans and contribute towards the delivery of all elements within project timescales. To facilitate this, the Project Delivery Assistant will be provided support, development and guidance from senior staff, who will direct tasks and advise on best approach. Day to day responsibilities will include the undertaking, facilitation and support of specific activities and delivery elements against projects, to ensure objectives are achieved.

### **Context:**

The Health Inequalities Project Delivery Assistant will work within the One Northern Devon Team to support delivery of projects that address health inequity in the Northern Devon area. Current programmes of work include the Poverty Truth Commission and supporting the development of the new One Northern Devon health inequalities strategy, which will involve working with multiple stakeholders across various sectors to improve access to and experience of their service to the most disadvantaged communities.

The post holder will fulfil all tasks and work as part of the wider Partnerships team to ensure a quality health equity programme in line with the Trust plan. The role will focus on the following:

- Delivery of key elements against plan for all projects reporting under One Northern Devon.
- Supporting delivery against project plans and objectives in line with scope, quality and budget to meet the needs of the organisation and programme of project delivery
- Process mapping: As-Is and To-Be processes including the identification of change and impact to the organisation/services

- Employing a variety of project related tools, techniques and best practice methodologies as appropriate across the project delivery team to support delivery against project plans
- Employing business analysis techniques to support project objectives
- Assisting the facilitation of meetings, workshops and events
- Maximising stakeholder engagement opportunities in the course of project activities
- Understand the key messages, the programme direction and how it aligns to organisational strategy. Promote messages across the organisation to increase understanding and challenge resistance to change.
- Reporting of risks and issues in line with the Partnership Team risk and issue strategies
- Contributing towards the delivery of discrete tasks and project elements to ensure projects meet the desired business outcomes and realise the expected benefits
- Support the transition to BAU, ensuring activity is clearly documented
- Understand and support the documentation and tracking of benefits to be realised during and after project implementation, ensuring project delivery is focused on benefits realisation
- Ensure and promote use of programme governance structures and processes to support project activity and provide a high level of assurance to the organisation

**Key Working Relationships:**

The post holder is required to deal effectively with staff of all levels throughout the Trust, One Northern Devon, One Communities, the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

**Organisational Chart:**



**Key Result Areas/Principal Duties and Responsibilities:**

**Communication and Relationship Skills**

The post holder will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders. This includes taking responsibility for handling complex, sensitive queries and information, in a tactful, diplomatic and empathic manner and adhering to the organisations standards of customer care. At times, the post holder will be required to use persuasion, negotiation and influencing skills to ensure the correct outcome is achieved.

The post holder will need to be able to communicate effectively with a wide range of people and will need to be able to present information in a variety of ways to both large groups as well as on a 1:1 basis.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

### **Analytical and Judgement Skills**

The post holder will manage and prioritise all incoming and outgoing communications, initiating responses where appropriate, demonstrating at all times a high level of discretion and confidentiality while ensuring responses to deadlines and targets are met.

In the absence of senior staff, the post holder will also be required to make rapid and accurate assessments of urgent/delicate situations that can be addressed by appropriate colleagues within the Trust in order to meet deadlines, provide solutions and minimise disruptions.

The post holder will analyse complex data, facts or situations to support decision making regarding the area of business/project; with support from the Delivery Leads and Project Managers.

### **Planning and Organisational Skills**

The post holder will be expected to plan and organise a number of complex activities and contribute to project/business plans to ensure delivery, which will sometimes require work to be reprioritised in order to meet targets and objectives.

The post holder must be able to effectively manage rapidly changing priorities, multi task and schedule their own day to day activities. The post holder will be responsible for delivery of discrete tasks and activities aligned to the overall project plan.

### **Physical Skills**

Standard keyboard skills are required to produce reports, presentations and project plans.

### **Responsibility for Patient and Client Care**

The post holder is required to put the citizen, as the first priority, at the centre of all activities. The post holder will have some contact with citizens and patients in the course of their normal duties as engagement and co-design is part of the Partnership Team principles of working.

### **Responsibility for Policy and Service Development**

The post holder will work within organisational policy and will contribute towards policy development for own work area, changes that impact on the Health Inequalities programme as a whole and wider organisational policy as part of project implementation.

### **Responsibility for Financial and Physical Resources**

Responsible for monitoring resource, including expenditure, against the project plans and working with the Delivery Leads/Project Delivery Manager, highlight any clashes/downtime and any associated risk/benefits.

### **Responsibility for Human Resources**

Demonstrating activities to new starters, and providing training on the area of work to others; including effective delivery of specialist training and awareness sessions to clinical and non-clinical staff on project plans.

The post holder will take an active part in the development review of own work suggesting areas for learning and development in the coming year.

### **Responsibility for Information Resources**

The post holder will be responsible for sourcing and gathering information, data and opinions to produce reports and briefings to inform decisions for the future, as directed by the Programme and Project Managers.

The post holder will ensure high quality and timely inputting, storing, modifying and reporting of information and data, in line with project deadlines and programme governance. The post holder will need to input, store, modify, and process information.

### **Responsibility for Research and Development**

Comply with Trust's requirements and undertake surveys as necessary to own work.

### **Decision Making**

High level of independence and autonomy required to deliver specific area of work. The post holder will operate within Trust policies and procedures, using own initiative and seeking advice from Manager as required.

### **Physical Effort**

Office based post with a frequent requirement for sitting or standing in a restricted position at display screen equipment. The post holder will be required to undertake light physical effort e.g. using projector/equipment in project meetings/presentations and carrying laptop, documents and engagement materials to meetings and events.

### **Mental Effort**

There is a requirement for prolonged concentration when creating and checking complex documents, writing reports and protocols, analysing statistics, and may have frequent interruptions on project issues,

### **Emotional Effort**

Exposure to distressing or emotional circumstances is rare; however the post holder will have to manage difficult situations and conversations with staff/public/patients in delivering project objectives.

### **Working Conditions**

Office conditions; will use display screen equipment for substantial proportion of the day. May be required to drive between One Northern Devon organisations' sites. Base will be Devonshire House in Barnstaple although home working is acceptable when not required for face-to-face meetings and events.

### **Other responsibilities**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

### **General**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any

changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

## PERSON SPECIFICATION

**POST : Project Delivery Assistant**

REQUIREMENTS	E/D*	HOW TESTED? Application/ Form/Interview/ Reference/Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u><b>QUALIFICATIONS/ SPECIAL TRAINING</b></u> <ul style="list-style-type: none"> <li>• Significant specialist knowledge and experience in relevant area acquired through training to degree or equivalent level or equivalent on the job experience</li> <li>• PRINCE 2 / project management qualification/training or equivalent experience</li> </ul>	 E      D	 Application/ Interview      Application/ Interview		
<u><b>KNOWLEDGE/ SKILLS</b></u> <ul style="list-style-type: none"> <li>• IT literacy and keyboard skills, including Microsoft Office products; Excel, Outlook, Project, Visio, PowerPoint, SharePoint</li> <li>• Excellent written and verbal communication skills</li> <li>• Ability to present and facilitate</li> <li>• Effective interpersonal and influencing skills.</li> <li>• Ability to support meetings / workshops / project groups / project teams</li> <li>• Ability to analyse and manipulate complex data and report in a clear format</li> <li>• Problem solving skills</li> </ul>	 E  E  E  E  E  E	 Application/ Interview/ Test   Application/ Interview  Application/ Interview  Application/ Interview  Application/ Interview/ Test  Application/ Interview		

<ul style="list-style-type: none"> <li>• Planning and administrative skills and ability to prioritise and organise own workload</li> <li>• Knowledge of best practice project methodologies, tools and techniques</li> <li>• Ability to understand and support the management of risks and issues</li> </ul>	E	Application/ Interview		
<p><u>EXPERIENCE:</u></p> <ul style="list-style-type: none"> <li>• Experience in project delivery / project based change management</li> <li>• Experience within a digital service environment</li> <li>• Experience of application testing</li> <li>• Experience of organising and arranging, workshops, conferences or multi-disciplinary meetings</li> <li>• NHS or equivalent public sector organisation experience</li> <li>• Experience of business process analysis</li> <li>• Experience of working within tight deadlines, managing own time and prioritising tasks.</li> </ul>	D	Application/ Interview		
<p><u>PERSONAL QUALITIES:</u></p> <ul style="list-style-type: none"> <li>• Self-motivator, highly proactive and enthusiastic</li> <li>• Innovative resourceful and flexible, able to</li> </ul>	E	Application/ Interview		

<p>respond to changing demands of the service</p> <ul style="list-style-type: none"> <li>• Willingness to undertake a wide variety of duties</li> <li>• Ability to work under pressure and to tight deadlines effectively managing own time, including managing conflicting priorities.</li> <li>• Ability to work with minimal supervision within the defined scope of given tasks</li> <li>• Positive approach to change and continual improvement</li> <li>• Professional appearance and presentation</li> <li>• Committed to continual personal development.</li> <li>• Able to work as a team member</li> <li>• High levels of concentration with attention to detail</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview/Test</p>		
<p><b><u>OTHER REQUIREMENTS:</u></b></p> <ul style="list-style-type: none"> <li>• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust</li> <li>• Ability to travel to other locations as required</li> </ul>	<p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p>		

\* Essential/Desirable

<b>HAZARDS :</b>					
Laboratory Specimens		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts					
Blood/Body Fluids		Dusty Environment		VDU Use	x
Radiation		Challenging Behaviour	x	Manual Handling	x
Solvents		Driving	x	Noise	



Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			