

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Project Support Officer |
| **Reports to** | Programme Director |
| **Band** | 5 |
| **Department/Directorate** | Transformation |

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| **JOB PURPOSE** |
| Following the formation of the Royal Devon University Healthcare NHS Foundation Trusts (Royal Devon), the Transformation Team provides expert support and resource to manage projects and programmes of work across the organisation, and to drive quality and service improvements. The Project Support Officer will be based in the Transformation team, and will provide programme / project management support and administration. The post holder will be responsible for their own workload, including having responsibility for preparing meeting agenda and papers, supporting the preparation of papers for meetings, managing the teams’ calendars and email account. They will also manage day to day operational tasks within the team, such as updating project plans, highlight reports, RAID logs, and communication and engagement plans, including e-communication. |
| **KEY WORKING RELATIONSHIPS** |
| No. of Staff reporting to this role: Zero    The post holder is required to deal effectively with staff of all levels throughout the Trust on a regular basis. This will include verbal, written and electronic media.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Transformation Team * Corporate PMO team * Programme Directors  Project Sponsors and Project Owners e.g. Exec Directors, Site Directors, Assistant Directors of Nursing, Assistant Medical Directors, Divisional Managers, Group Managers, Service Managers, Cluster Managers and Heads of DepartmentWorkstream Leads and SROsTrust clinical staff (including medical, nursing and AHPs)  * Corporate services such as: Comms & Engagement, Digital, BI, People, Finance * Executive Support Managers and PAs | * NHSE * ICS * CQC * Other public sector organisations * Third sector organisations | |
| **ORGANISATIONAL CHART \*** |
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| **Clinical Director for Transformation**  **Director of Transformation**  **Programme Director**  **Senior Programme Managers**  **Project Support Officer**  **Senior Project Managers**  **Project & Service Change Managers**  **Senior Project Support Officers** |
| |  | | --- | | **KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES** | | **PROGRAMME / PROJECT SUPPORT** | |
| **Areas of Responsibility:**     * Provide efficient and comprehensive project support to the Programme Director, Clinical Director for Transformation, Senior Project Managers and Workstream Leads, with high professional standards at all times. * Where required, manage diary commitments and the generic email account(s) * Organise and facilitate the function of key meetings - liaise with presenters, agenda and meeting papers distribution, recording action logs and minute taking as required. Meetings include: Programme Boards, Steering Groups, and Delivery Groups. * Organise workshops including booking rooms, catering, presentation equipment, and liaison with presenters, drafting programmes and on the day, event management. * Prepare materials, slides and presentations for meetings and workshops using various software packages including spreadsheets * Prepare reports when required by the relevant Transformation manager. * Progress-chase Transformation and Workstream Leads on actions, milestones and developments across corporate programmes of work. * Monitor and maintain project plans, inputting and accessing data as required to keep them current and up-to-date. * Demonstrate excellent communication, organisation and project management support skills. * To appropriately deal with project enquiries in a responsive and professional manner. * To liaise with all disciplines of staff, both within and outside the Trust to ensure that effective communications are maintained. * To carry out any further tasks required to support the Transformation team and colleagues. * Update and maintain an electronic workspace for each meeting with papers and distribute the online link to all members. * Ensure Terms of Reference (ToRs) reflect current membership and take responsibility for updating with any changes. * Liaise with colleagues to ensure effective co-ordination and monitor the process for all paperwork for all the projects, including a document control system.   **The post holder must be able to:**   * Demonstrate a high level of discretion and confidentiality while ensuring that responses to deadlines are met. * Plan for situations which are known; and have the ability to re-prioritise work to accommodate unexpected situations and interruptions. * Work independently on all aspects of role, exercising maximum autonomy and control whilst recognising when it is appropriate to seek advice or assistance from a senior member of staff. * Manage conflicting demands within the job role on a regular basis * Work actively to develop and secure good and effective working relationships with colleagues internal and external, including other Public Sector organisations. * Work virtually and in a matrix way to enable delivery of Corporate Programmes. |
| **FREEDOM TO ACT** |
| The post holder will work independently on all aspects of role, exercising maximum autonomy and control whilst recognising when it is appropriate to seek advice or assistance from a senior member of staff. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The Project support Officer will communicate with internal staff and other public sector organisations on a regular basis relating to day-to-day Transformation and project matters, working actively to develop and secure good and effective working relationships within their role.  The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  The post holder will be required to adhere to the Trust’s standards of customer care.  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/JUDGEMENTAL SKILLS** |
| Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include resolving minor problems with regard to personnel, payroll and maintenance, and highlighting any problems and conducting risk assessments as appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will organise their own day to day activities and tasks and the planning of straight forward project tasks and activities.  The Project Support Officer is required to plan for situations which are known; and have the ability to re-prioritise work to accommodate unexpected situations and interruptions.  The post holder will work with programme owners and leads to ensure teams meet the set milestones to enable successful delivery.  The Project Support Officer will work with programme owners and Workstream leads to regularly review risk and issues and respond to and escalate as required |
| **PATIENT/CLIENT CARE** |
| Patient contact is incidental although in this role there maybe involvement with patients, carers and citizens through focus groups, or on wards / departments during service development activities |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| The post holder will not have any financial responsibilities. |
| **HUMAN RESOURCES** |
| There will not be a requirement for the post holder to supervise staff of lower banding. |
| **INFORMATION RESOURCES** |
| The post holder will use IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will comply with Trust’s requirements and undertake surveys as necessary to own work. The post holder will support the co-ordination of project / programme audits. |
| **PHYSICAL SKILLS** |
| Advanced keyboard skills are required, with additional ability to operate and interact with a number of complex systems at the same time.  Ability to lift and carry IT or training equipment on occasional basis. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. |
| **MENTAL EFFORT** |
| The work pattern is unpredictable, with frequent interruption. There will be an occasional requirement for concentration when organising and preparing for meetings and maintaining.  The job role may require the post holder to involve travelling and working in other sites within the Trust for meetings. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with staff, of which may need to be referred to a senior member of staff. Rare exposure to distressing circumstances. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Lifting & Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct yourself 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.  T*his is* |

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| **POST** | Corporate Project Support Officer |
| **BAND** | Band 5 |

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| **Requirements**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | **Essential** | **Desirable** |
| **QUALIFICATIONS / SPECIAL TRAINING** |  |  |
| Degree level education or equivalent experience | X |  |
| GCSE (or equivalent) English and Mathematics grades A-C | X |  |
| Project management training |  | X |
| **KNOWLEDGE/SKILLS** |  |  |
| Understanding of basic project management methodology | X |  |
| Analytical skills and ability to problem solve | X |  |
| Excellent organisational skills | X |  |
| Ability to be flexible and respond to changing priorities | X |  |
| Good written skills | X |  |
| Comprehensive IT skills, specifically Microsoft Office – Word, Excel, Outlook, PowerPoint | X |  |
| Good understanding of the importance of confidentiality and information governance | X |  |
| Knowledge of appraisal process |  | X |
| **EXPERIENCE** |  |  |
| Experience of working in a health or social care environment |  | X |
| Experience of supporting projects |  | X |
| Experience of basic risk management | X |  |
| Experience of supporting meetings | X |  |
| Experience of producing reports and presenting data |  | X |
| Experience of arranging workshops or other events |  | X |
| Supervision and development of staff |  | X |
| **PERSONAL ATTRIBUTES** |  |  |
| A focus on delivering high quality project support as part of a project team |  | X |
| Good interpersonal, communication and engagement skills | X |  |
| Ability to prioritise work and manage timelines | X |  |
| Ability to work using own initiative and as part of a team | X |  |
| Ability to be flexible and respond to changing priorities | X |  |
| Ability to develop good working relationships | X |  |
| Commitment to continual development relevant to this role | X |  |
| **OTHER REQUIRMENTS** |  |  |
| Ability to occasionally work outside of office hours if required |  | X |
| Ability to occasionally travel to other main Trust sites as required | X |  |

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|  | | | **FREQUENCY** | | | |
|  | | | **(Rare / Occasional / Moderate / Frequent)** | | | |
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| **WORKING CONDITIONS / HAZARDS** | | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | | |  |  |  |  |
| Laboratory specimens | | N |  |  |  |  |
| Contact with patients | | N |  |  |  |  |
| Exposure Prone Procedures | | N |  |  |  |  |
| Blood/body fluids | | N |  |  |  |  |
| Laboratory specimens | | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** | |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | | N |  |  |  |  |
| Animals | | N |  |  |  |  |
| Cytotoxic drugs | | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |  |
| Laser (Class 3R, 3B, 4) | | N |  |  |  |  |
| Dusty environment (>4mg/m3) | | N |  |  |  |  |
| Noise (over 80dBA) | | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |  |
| VDU use ( > 1 hour daily) | | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | | N |  |  |  |  |
| Driving | | Y |  | Y |  |  |
| Food handling | | N |  |  |  |  |
| Night working | | N |  |  |  |  |
| Electrical work | | N |  |  |  |  |
| Physical Effort | | N | Y |  |  |  |
| Mental Effort | | Y |  |  |  | Y |
| Emotional Effort | | Y |  | Y |  |  |
| Working in isolation | | N |  |  |  |  |
| Challenging behaviour | | Y | Y |  |  |  |