



JOB DESCRIPTION

JOB DETAILS	
Job Title	OFH Programme Admin Manager
Reports to	OFH Project Coordinator
Band	Band 5
Department/Directorate	Our Future Hospital Programme Estates & Facilities

JOB PURPOSE
<p>To provide a comprehensive business support function to ensure the efficient and effective operation of the Our Future Hospital (OFH) Programme Management Office, this will include co-ordinating multi-disciplinary meetings, maintaining information systems and will include the day to day management of a small team of staff including workload allocation.</p> <p>The post holder will manage a number of project initiatives on behalf of the line manager. The post holder will be responsible for their own workload, including having responsibility for financial and personnel administration, overseeing maintenance of buildings and dealing with clients, visitors and programme staff.</p> <p>This post will provide business support, administrative leadership and general office management to deliver a high quality, comprehensive administrative service for the Programme Management Office, including administration leadership across the Our Future Hospital Programme and all associated projects, bringing about effective change across the Trust and wider system, in line with programme governance, leading administrative tasks as outlined in the PMO roles and responsibilities and defined by PMO operating processes and procedures.</p> <p>As well as dealing with diary and calendar management, office and buildings management, creating reports and documentation, asset management and processing of invoices, the post holder will be required to provide high level board meeting administration support, including supporting Project Managers to prepare agendas ensuring papers are compiled and sent in a timely fashion, providing high quality professional support to the meeting, both in facilitation and minute taking, in line with the PMO operation processes for meeting support. The post holder will also be responsible for elements of the project delivery.</p>
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none">Managing the resource within the Our Future Hospital Programme Management Office to provide effective cover of the programme office as well as meetings and other activities as required.Setting the standards for the provision of administrative and clerical support as outlined in the PMO roles and responsibilities and defined by PMO operating processes and procedures.Taking overall responsibility for the creation and maintenance of the annual calendar of scheduled Our Future Hospital Programme Boards and core meetings.

- Leading the provision of administrative support for all project boards and core meetings, in line with programme governance, timings and standards set out in guidance documents. This includes: scheduling of meetings, booking venues, ordering equipment, administration of virtual meetings (MS Teams) / conference calls / WebEx and refreshments, preparing and sending of invitations, documentation and meeting papers.
- Providing administrative support for the Programme Director and Programme Manager as required.
- Working with the relevant Our Future Hospital Programme Manager and the Chair to ensure meeting requirements are met, including preparing agenda and papers to circulate and supporting meeting set up on the day, including ensuring room is set up, display of documents, and taking of accurate minutes – including capturing actions, decisions and key points, typing up of minutes, confirming with manager and chair ahead of circulation, ensuring minutes are drafted and circulated in a timely manner in line with timings as set out in guidance documents. Project documentation, such as the Terms of Reference, should be used, and any additional documentation required to support the administration of meetings should be created and maintained.
- Working with the relevant Project Manager to set up new project boards as required under the Programme, including meeting with the manager and Chair, setting up templates, scheduling boards in line with governance and the annual calendar.
- Leading office and reception support for the OFH Programme Management Office, including ensuring office is staffed for core hours and staff and visitors can access the building. General reception duties, answering calls, screening and taking messages, updating contact lists.
- Management of local meeting room requests and bookings and hot desk and equipment requirements, including maintaining laptop pool. Ensure PMO office is tidy, well ordered and stocked (ordering equipment, supplies and stationery as required) and that the building is tidy, and ensure up to date signage and displays throughout building.
- Responsible for buildings management, ensuring the provision of building support for PMO, including dealing with alarm / security issues, supporting building checks and maintenance as required, ensuring meeting rooms and offices are checked and maintained. Working with Sodexo to ensure building is kept clean and clear of refuse. Support PAT testing, equipment and desk moves as required. Liaising with the building owners to cover all aspects of building maintenance including reporting issues.
- Act as a point of contact for all general enquiries, whether received face to face, via phone or email. Monitor the group email. Dealing with escalations from lower banding PMO staff to ensure enquiries and requests are co-ordinated, prioritised and actioned in a timely manner.
- Ensure all documentation is created in line with programme documentation standards and good governance, including creating and maintaining G: Drive folder structures in line with guidance, saving documents with appropriate naming conventions, and updating and archiving documents accurately. Filing documents and information accurately, both paper and electronic. Working with Project Managers and Functional Leads to ensure consistency across projects and escalating governance issues appropriately.
- Provide support for current staff, recruitment, new staff and leaver processes, including interview support, raising new starter requests for access and IT set up. Welcoming new staff and providing building and programme induction. Sourcing / purchasing equipment for new and existing staff. Completing leavers checklist, ensuring equipment and ID badges are returned and access revoked.

- Managing and co-ordinating the support requirements for programme events and workshops, including booking offsite venues, invitations and communications to attendees, printing materials, providing ad-hoc support on the day, meet and greet, capturing information (e.g. questions asked during session) and writing up following event.
- Responsible for responding to requests for information, including but not limited to investigations, freedom of information requests and audits, by pulling together relevant information and documentation, from electronic and paper files in a timely and structured manner.
- Undertake training as a first aider and fire warden and carry out duties in relation to these roles, as guided by training, to support staff in the OFH Programme Management Office. Take responsibility for ensuring this provision is adequate and maintained as relevant for all staff based within the Programme Management Office.
- Work closely with the Programme Manager to manage and lead the continual improvement of processes and procedures within the PMO. Lead the implementation of areas of improvement to ensure the PMO is efficient and adding value in the services it provides, listening to and responding to suggestions from lower banding PMO staff, and including them in the change process. Lead discussions to bring about change and support the documentation and roll out of any changes. Adhere to new standards and ensure they are consistently upheld and communicated to all programme staff.
- Lead and co-ordinate the administration support for specific key project activities, especially around implementations (e.g: system go-lives/upgrades) and programme activities that impact the wider organisation (e.g. testing). This support is ad-hoc and variable.
- Being a positive advocate by promoting the work and goals of the Our Future Hospital Programme, having a professional attitude at all times.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public on a day to day basis. This will include verbal, written and electronic media.

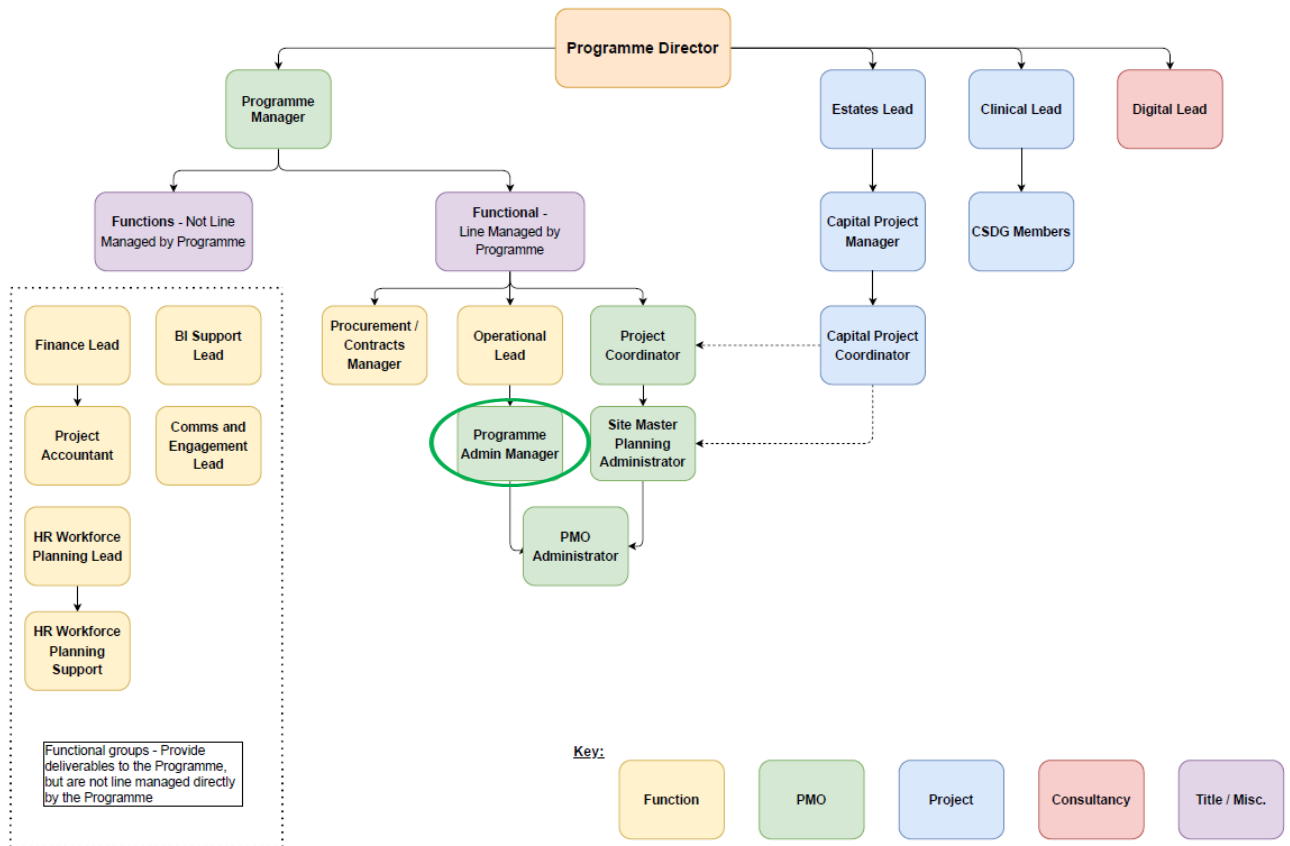
Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
OFH Team	Suppliers, such as Healthcare advisors, architects, cost consultants and engineering partners
Estates & Facilities	Other NHS Trust care providers
Finance, Information and Performance	
Clinical colleagues	
Operational staff	

The post holder may be required to work / cover in other administrative areas as directed by the line manager.

ORGANISATIONAL CHART

Our Future Hospital Programme Phase 1 Structure



FREEDOM TO ACT TO ACT

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.

COMMUNICATION/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.

The post holder will co-ordinate and manage the administration function of conferences and complex meetings which could involve securing local and national key speakers, negotiating with venues in order to provide a cost-effective event.

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

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 the line manager, 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.

PLANNING/ORGANISATIONAL SKILLS

The post holder will be expected to plan and organise a number of programmes of work and will be required to organise and plan the workload, diary and commitments of the line manager. This includes the scheduling of formal and complex multi-disciplinary meetings, ensuring that the flow of work is prioritised in order to deliver targets and objectives. The post holder must be able to manage rapidly changing priorities and multi task, delegating work where appropriate.

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers.

POLICY/SERVICE DEVELOPMENT

Identify process improvements and develop projects and assignments to respond to organisational and/or policy changes and initiatives more effectively. Implement policy for own work area.

FINANCIAL/PHYSICAL RESOURCES

Responsible for ensuring that all staff have the necessary equipment and resources required to undertake their duties. Responsible for non-pay budget ordering and maintaining equipment such as laptops, printers for the directorate and effectively reporting any problems that may arise. The post holder will be an authorised signatory for timesheets, meeting expenses.

The post holder will have a delegated budgetary responsibility for authorising financial and physical resources in order to manage the office effectively.

To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

Support new employee integration into the team. The post holder has responsibility for the day to day management of the admin team including allocation of work and service continuity. The post holder will undertake staff appraisals and provide specialist training to the team as required to ensure workforce development and succession planning opportunities are maximised.

The post holder will be responsible for the development of the Our Future Hospital induction programme and thereafter, the induction of new staff into the programme.

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.

INFORMATION RESOURCES
<p>Responsible for sourcing and gathering information to produce reports, briefings and board papers for meetings and for key stakeholders; taking formal minutes and distributing them as appropriate, ensuring that any actions are followed.</p> <p>Ensure that a high quality and timely word processing service is provided (utilising all Microsoft Office packages) when producing correspondence, reports, emails, presentations, project plans and spreadsheets.</p> <p>Maintain effective office systems ensuring that files and records are stored and retrieved appropriately in accordance with Trust procedures and in line with the governance requirements of the programme.</p>
RESEARCH AND DEVELOPMENT
<p>Comply with Trust's requirements and undertake surveys as necessary to own work.</p>
PHYSICAL SKILLS
<p>Utilisation of advanced keyboard skills for operation of a wide range of computer software and manipulation of data for reporting purposes.</p>
PHYSICAL EFFORT
<p>Office based post with a frequent requirement to sit in a restricted position at display screen equipment. Lifting files and confidential waste sacks occasionally.</p>
MENTAL EFFORT
<p>There is a frequent requirement for concentration for activities such as typing complex documents. Unpredictable work pattern with frequent interruptions.</p>
EMOTIONAL EFFORT
<p>The post holder will respond to concerns and questions from a wide range of people, who may be anxious or distressed and may have occasional exposure to distressing or emotional circumstances when dealing with staff issues, such as initial stages of performance management</p>
WORKING CONDITIONS
<p>Use display screen equipment for substantial proportion of working day.</p>
OTHER RESPONSIBILITIES
<p>Take part in regular performance appraisal.</p> <p>Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling and Fire Safety Training</p> <p>Contribute to, and work within, a safe working environment.</p> <p>You are expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.</p> <p>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.</p>

- 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 (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employee 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.

PERSON SPECIFICATION

Job Title	O FH Programme Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Significant specialist knowledge and experience of Administrative / Secretarial procedures and processes - acquired through training to degree or equivalent level	E	
KNOWLEDGE/EXPERIENCE Project Management experience Formal minute taking experience with complex agendas Significant experience of MS office applications (including Outlook, Word, Excel and PowerPoint) Experience of managing a team of people	E E E E	
SKILLS Excellent communication skills both written and verbal, with a wide range of people Excellent organisational skills ability to work collaboratively, methodically and flexibly to ensure exacting deadlines are achieved in a busy environment, whilst high standards are maintained Work with a high degree of accuracy and be able to demonstrate attention to detail Advanced keyboard skills, RSA 3 or equivalent	E E E E	
PERSONAL ATTRIBUTES Approachable, responsive, resourceful, enthusiastic and flexible approach Self-motivated and proactive	E E	
OTHER REQUIREMENTS Willingness to undertake a wide variety of duties Ability to travel to other sites for training and meetings as directed by line manager The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	NA				
Contact with patients	NA				
Exposure Prone Procedures	NA				
Blood/body fluids	NA				
Laboratory specimens	NA				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	NA				
Respiratory sensitisers (e.g isocyanates)	NA				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	NA				
Animals	NA				
Cytotoxic drugs	NA				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	NA				
Laser (Class 3R, 3B, 4)	NA				
Dusty environment (>4mg/m3)	NA				
Noise (over 80dBA)	NA				

Hand held vibration tools (=>2.5 m/s ²)	NA				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	NA				
Driving	Y		X		
Food handling	NA				
Night working	NA				
Electrical work	NA				
Physical Effort	NA				
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	NA				
Challenging behaviour	Y	X			