

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Project Support Officer
Reports to	Senior Project Manager
Band	Band 6
Department/Directorate	Transformation

JOB PURPOSE

The Senior Project Support Officer will contribute to the effective delivery of transformation projects bringing about positive change across the Trust and wider system. This is a diverse, fast-paced and wide-ranging role working across the Transformation Programme, and departments throughout the Trust, including clinical and support staff. Key to engagement strategy, the post holder will be a face of the programme out in the organisation, an enabler and champion of change.

The post holder will be responsible for leading work on project deliverables within projects under the Transformation Team. This role will work closely with the Director of Transformation, Clinical Director, Programme Director, Senior Project Managers and other programme and project colleagues, to input into project plans and ensure the delivery of all elements within project timescales. To facilitate this, the Senior Project Support Officer will provide support, development and guidance to junior staff on projects; directing tasks and advising on best approach. Day to day responsibilities will include the leading, facilitation and support of specific activities and delivering elements against projects, to ensure objectives are achieved.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Work with the Transformation Team, in partnership with clinical and administrative managers and leads, to deliver service improvement projects to achieve the Trust's transformational aims and strategic objectives
- Contribute to the development of a culture of continuous improvement to deliver improved quality and delivery of patient care and related services
- Support a number of projects within the Trust's overall Transformation plan, involving a combination of project deployment tasks and general administrative tasks
- Be responsible for safeguarding at all times the confidentiality of information relating to patients, staff and public in accordance with the Data Protection and Freedom of Information Acts

KEY WORKING RELATIONSHIPS

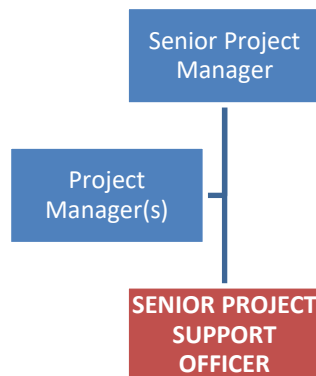
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic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

The role will focus on the following:

- Delivery of key elements against plan for projects reporting under the Transformation Programme
- Leading 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

- Work closely with subject matter experts or service leads to deliver against the project plan, incorporating all test activities from preparation to execution
- Employing business analysis techniques to support project objectives
- Facilitation of meetings, workshops and events
- Attendance at Project Boards as and when necessary, including supporting Project Managers by contributing to preparation of documentation and providing updates
- Maximising stakeholder engagement opportunities, at boards and in the course of project activities
- Working alongside the Project Manager and Communications and Engagement Lead to develop key messages. Understand in detail the key messages, the programme direction and how it aligns to organisational strategy. Lead the promotion of messages across the organisation to increase understanding and actively challenge resistance to change.
- Reporting of risks and issues in line with the Transformation Team's risk and issue strategies
- Supporting the Project Manager with the management of the Risks and Issues logs
- Leading the delivery of discreet 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
- Directing and reviewing work of junior staff to meet ongoing development goals and project requirements

ORGANISATIONAL CHART



FREEDOM TO ACT

- The Senior Project Support Officer works to broad occupational policies and are the lead specialist on delivery of key elements in specific projects.

COMMUNICATION/RELATIONSHIP SKILLS

- The post holder will persuade project boards and staff of the importance of the business plan/project, negotiate with other agencies to achieve project delivery and ensure agreed targets are met.
- 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.
- 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 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 be expected to behave in accordance with the Trust's values of demonstrating compassion, integrity, inclusion and empowerment.

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.
- The post holder will analyse complex data, facts or situations to make decisions regarding the area of business/project; enabling successful system design, service design, benefits realisation and issue resolution.
- 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

- Manages a broad range of complex activities and contributes to project/business plans to ensure delivery, which will sometimes require the adjustments of plans to meet targets.
- The post holder must be able to effectively manage rapidly changing priorities, multi task and schedule their own day to day activities as well as delegating work to others.
- The post holder will contribute towards project and activity planning alongside the Programme and Project Managers. The post holder will be responsible for the planning and delivery of discrete tasks and activities aligned to the overall project plan.

PATIENT/CLIENT CARE

- The post holder is required to put the patient, as the first priority, at the centre of all activities although the post holder will not have contact with patients in the course of their normal duties.

POLICY/SERVICE DEVELOPMENT

- The post holder will work within organisational policy but will also have responsibility for contributing towards and proposing policy development for own work area, changes that impact on the Transformation Team as a whole and wider organisational policy as part of project implementation

FINANCIAL/PHYSICAL RESOURCES

- Responsible for monitoring resource, including expenditure, against the project plans and highlight any clashes/downtime and any associated risk/benefits. There may be occasions where the post holder has a delegated budget to manage.

HUMAN RESOURCES

- Support the Director of Transformation and Programme Director with their line management functions, such as monitoring essential training, recruitment, personal development reviews
- To support with the line management of staff in the wider team as required, including recruitment, objective setting, performance and sickness management, and personal development
- 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. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.
- Develop an understanding of the impact of manpower issues relating to a project with the relevant project owner
- Be responsible for safeguarding at all times the confidentiality of information relating to patients, staff and public in accordance with the Data Protection and Freedom of Information Acts.
- Support the administration of in-house training courses, workshops and improvement events
- Assist in building capacity and capability in use of project management skills and service improvement redesign tools, techniques and methodologies, especially amongst staff involved in service change work / projects.
- Assist with development and delivery of projects and service change training across the Trust and participate in delivery of the Trust's orientation programme.

INFORMATION RESOURCES
<ul style="list-style-type: none"> • The post holder will be responsible for maintaining project information systems and will have to collate information and opinions on project plans, gathering data in order to make decisions for the future. • The post holder will need to input, store, modify, analyse, process and present the information. • The post holder will develop reports based on relevant project information to use to inform key stakeholders of on-going developments.
RESEARCH AND DEVELOPMENT
<ul style="list-style-type: none"> • Comply with Trust's requirements and undertake surveys as necessary to own work.
PHYSICAL SKILLS
<ul style="list-style-type: none"> • The role requires standard keyboard skills and high levels of attention to detail and accuracy to ensure project documentation is maintained to a high standard.
PHYSICAL EFFORT
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • There is a requirement for prolonged concentration when creating and checking documents, writing reports and protocols, analysing statistics, and may have frequent interruptions on project issues.
EMOTIONAL EFFORT
<ul style="list-style-type: none"> • Exposure to distressing or emotional circumstance is rare; however the post holder will have to manage difficult situations and conversations with staff/public/patients in delivering the project objectives
WORKING CONDITIONS
<ul style="list-style-type: none"> • Office conditions; will use display screen equipment for substantial proportion of the day. May be required to drive between Trust sites. Working across multiple Trust sites will be required.
OTHER RESPONSIBILITIES
<ul style="list-style-type: none"> • 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.

PERSON SPECIFICATION

Job Title	Senior Project Support Officer
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Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		
<ul style="list-style-type: none"> Degree or equivalent experience GCSE (or equivalent) English and Mathematics grades A-C Post graduate diploma qualification or equivalent experience in relevant area. Project management or improvement qualification (eg; Prince2 Foundation) or equivalent experience 	E E E E	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> IT literacy and keyboard skills, including Microsoft Office products; Excel, Outlook, Project, Visio, Powerpoint, Sharepoint Excellent written and verbal communication skills Excellent presentation and facilitation skills Effective interpersonal and influencing skills Political acumen and strong negotiating skills Ability to lead meetings / workshops / project groups / project teams Ability to analyse and manipulate complex data and report in a clear format Problem solving skills, including ability to achieve delivery against projects whilst balancing operational demands and priorities Excellent planning and administrative skills and ability to prioritise and organise own workload and workload of others Knowledge of best practice project methodologies, tools and techniques Ability to understand and undertake the management of risks and issues Good understanding of the importance of confidentiality and information governance A focus on delivering high quality services as part of a large organisation 	E E E E E E E E E E E E	D D D
EXPERIENCE		
<ul style="list-style-type: none"> Experience in project management / project delivery / project based change management Experience of organising and arranging, workshops, conferences or multi-disciplinary meetings. NHS or equivalent public sector organisation experience Demonstrable experience of business process analysis Experience of working within tight deadlines effectively managing own time and time of others, including managing conflicting priorities and delegating tasks Experience of managing staff Experience of budget administration 	E E E E E E	D D D
PERSONAL ATTRIBUTES		
<ul style="list-style-type: none"> Self-motivator, highly proactive and enthusiastic Innovative resourceful and flexible, able to respond to changing demands of the service Willingness to undertake a wide variety of duties Leading, coaching and mentoring skills Ability to work under pressure and to tight deadlines effectively managing own time and time of others, including managing conflicting priorities and delegating tasks 	E E E E E	

<ul style="list-style-type: none"> • Ability to work with minimal supervision within the defined scope of given projects • Positive approach to change and continual improvement • Professional appearance and presentation • Committed to continual personal development • Able to work as a team member • High levels of concentration with attention to detail • Ability to occasionally work outside of office hours 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
OTHER REQUIRMENTS		
<ul style="list-style-type: none"> • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust • Ability to travel to other locations as required 	<p>E</p> <p>E</p>	

WORKING CONDITIONS / HAZARDS	FREQUENCY			
	(Rare / Occasional / Moderate / Frequent)			
	R	O	M	F

Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				

Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g. isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				

Risks requiring Other Health Surveillance					
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				

Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N	Y			
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N	Y			
Mental Effort	Y/N				Y
Emotional Effort	Y/N	Y			
Working in isolation	Y/N	Y			
Challenging behaviour	Y/N		Y		