

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Project Support Officer  |
| **Reports to**  | Senior Admin Information Officer |
| **Band**  | Band 5 |
| **Department/Directorate**  | Cancer and Elective Care Directorate  |

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| **JOB PURPOSE**  |
| The Project Support Officer will provide programme/project management support and administration to the Schedule Optimisation Programme. They will manage the day to day operational tasks relating to a specified remit within the Schedule Optimisation project team, such as updating project plans and highlight reports. They will also provide support for the project teams communication and engagement plan. They will provide high level administration and facilitation of the implementation of patient self-scheduling across services Trustwide. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Ensure the effective co-ordination of programme and project documents, taking responsibility for accurate record keeping, action tracking, and meeting planning
* Utilise a range of IT applications to gather information to inform service planning, project development, and sound governance processes
* Ensure documentation relating to Schedule Optimisation are accurate, maintained, reviewed, and stored within trust policy
* Represent the Schedule Optimisation project and associated services for external enquiries, leading in the collation of resource packs to share innovation and best practice
* Provide administrative support to project meetings; Outpatient Improvement Group, Productivity Workstream Governance, Specialty review meetings and Clinical Digital Business Meetings.
* Contribute to service development by information gathering, participating in meetings, compiling reports, and supporting with project management
* Coordinate external visits, events, and corresponding documentation
* Support the development and delivery of the Schedule Optimisation communication and engagement plans
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| **KEY WORKING RELATIONSHIPS**  |
| Areas  of  Responsibility: Trustwide Specialties No. of Staff reporting to this role: None  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.Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Director of Cancer and Elective Directorate
* Clinical Lead Outpatients
* General Manager Elective Care and Access.
* Head of Outpatients Eastern and Northern.
* Trustwide Care Group Managers and Admin staff.
* Clinical Directors and Leads
* Clinical Digital Configuration Manager
* Clinical Digital Analyst Teams
* Clinical Digital Information Officers
* Transformation team
 | * Epic EPR
* Patient/Carer representatives
* Other NHS Organisations using Epic
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Work within trust Standard Operating Procedures to ensure appropriate governance processes are followed.
* Work under the management of service leads and Outpatient senior leadership team.
* Organise and manage workload on a day to day basis to meet competing demands and deadlines, including an ability to respond to ad hoc requests;
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * Support the development and delivery of the Schedule Optimisation communication and engagement plans:
	+ Create communication briefings for senior clinical and managerial staff
	+ Deal with staff queries, making decisions on what information can be shared and with whom due to its sensitivity
	+ Administer intranet site and external website
	+ Work with Communication department to ensure regular items in Trust newsletters and team briefs;
	+ Distribute reports and briefings to key committees
	+ The postholder will be required to adhere to the trust standards of customer care. They will welcome visitors and deal with external bodies in a confidential and sensitive manner. This could be face to face or virtually, and may require tact, persuasion, and negotiation skills
	+ Provide and receive complex or sensitive information and pass on appropriately to the relevant manager or service lead
	+ To courteously and efficiently receive enquiries, ensuring that these pare passed on to the appropriate person.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff and external contacts
* Provide support to the production of current and future state mapping
* Ensure team members receive relevant data or reports such as essential training updates, project milestone performance, benefits realisation
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Ensure smooth running of the office, ensuring any operational issues are dealt with in a timely fashion
* Ensure the effective co-ordination of programme and projects and be responsible for;
	+ Administering both internal and external meetings, such as the Productivity Workstream meeting and service operational groups – working with the meeting chair to ensure timely preparation of documentation and communication to members of the meeting, ensure the meetings are attended administratively and minutes or action logs are prepared and circulated in a timely manner;
	+ Organising and facilitating project training, workshops and events;
	+ Seeking information from operational teams, in order to produce and updating high quality operational plans and other core documentation and reports;
	+ Maintaining the Schedule Optimisation shared drives;
	+ Supporting communication between the team and other parties by providing timely responses to queries received, both by telephone, team e-mail inbox, in writing and in person;
	+ Planning an advance schedule of meetings, managing room bookings;
	+ Maintaining version control.
* Assist on service planning and monitoring
* Undertake and manage discrete projects or self-contained stages of larger projects. This will involve analysing project assessments, such as learning logs, change control and closure reports in order to identify and implement outstanding and mitigating actions
* Ensure that all tasks and procedures are fully documented and accessible by others and that cross cover procedures are maintained, so that all tasks can be completed in the absence of the post holder, whether planned or unplanned.
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| **PATIENT/CLIENT CARE**  |
| * Patient contact is via email or telephone, and in response to general or administrative enquiries. This role does not provide direct patient care.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Participate in policy and service development
* Follow trust policies, make comments on proposals and implement administration policies and propose changes to working practices for their own area
* Contribute to service improvement
* Participate in team and directorate meetings as required
* Contribute to audits regarding departmental procedures
* Develop and maintain operational standards and procedures to ensure appropriate governance.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * 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
* Ensure the office is adequately resourced in terms of equipment and stationery and orders are managed on the electronic ordering system
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| **HUMAN RESOURCES**  |
| * This role will support the Schedule Optimisation management team in HR management, but will not have any direct line management responsibility
* Ensure that all essential training, performance development reviews and absence are correctly recorded on the electronic staff record in a timely manner
* Ensure new starters have appropriate IT accesses and training
* Prepare local induction documentation for new starters and manage local inductions
* Maintain and update own training relevant to post, take an active part in the development review of own work suggestion areas for learning and development.
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| **INFORMATION RESOURCES**  |
| * Use multiple computer systems as required such as EPIC, Learn Plus, ESR, and Datix.
* Develop, manage and monitor all databases relevant to the role
* Use the above computer systems to compile regular reports in a timely manner, to a high quality, accurately, and produced to a cycle of deadlines
* Gather benchmarking information to inform the services
* Complete risk assessments and update the programmes risk register
* Distribute reports and briefings to key committees
* Support a standard way of working related to projects and services
* Collect, record and report data, monitor progress against key performance indicators and manage interdependencies between specialties undergoing Schedule Optimisation
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| **RESEARCH AND DEVELOPMENT**  |
| * Contribute to the development of a culture of continuous improvement within the Schedule Optimisation to deliver improved quality and delivery of patient care and related services
* Comply with trust requirements and support services with undertaking audits as necessary to own work
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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills for the purpose of taking formal minutes
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| **PHYSICAL EFFORT** |
| * The postholder role is an office-based role which requires sitting it a desk It will also involve walking across the site to visit different wards to see staff as required.
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| **MENTAL EFFORT** |
| * The nature of the role will mean the postholder will be required to spend 3-4 hour periods at a time concentrating on tasks, this role will involve a large amount of computer use
* This is a largely predictable role, in line with cyclical reporting and meeting periods.
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| **EMOTIONAL EFFORT** |
| * The role is not emotionally demanding, but may encounter staff who are dealing with complex and sensitive issues, and secondary exposure requiring emotional effort may be required
* Exposure to emotional or distressing circumstances are rare.
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| **WORKING CONDITIONS** |
| * Frequent VDU use
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| **OTHER RESPONSIBILITIES**  |
| * Organise travel arrangements for the team and wider project network as required
* Have a flexible approach to working hours to meet the demands of the services
* Take part in regular performance appraisal
* Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

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.
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| **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

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| **Job Title** | Project Support Officer  |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Degree level education or equivalent professional experience
* GCSE (or equivalent) English and Mathematics grades A-C
* Project Management training, e.g. Prince 2 Foundation or equivalent professional experience
 | XX | X |
| **KNOWLEDGE/SKILLS*** Good understanding of project management methodology
* Analytical skills and ability to problem solve
* Excellent organisational skills
* Ability to be flexible and respond to changing priorities
* Good written skills
* Comprehensive IT skills, specifically Microsoft Office – Word, Excel, Outlook, PowerPoint
* Good understanding of the importance of confidentiality and information governance
 | XXXXXX | X |
| **EXPERIENCE** * Experience of supporting/administering projects
* Experience of supporting formal meetings
* Experience of producing reports and presenting data
* Experience of creating and administering communication media such as intranet sites
* Experience of arranging training or other events
 | XXX | XX |
| **PERSONAL ATTRIBUTES** * A focus on delivering high quality services as part of a large organisation
* Excellent interpersonal and communication skills
* Ability to prioritise work and manage deadlines
* Ability to work on own initiative, autonomously and as part of a team
* Ability to be flexible and respond to changing priorities
* Understanding of and commitment to equality of opportunity and good working relationships
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| **OTHER REQUIREMENTS** * 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.
 | X | X |

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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| 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 |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y | X |  |  |  |
| Mental Effort  | Y |  |  | X |  |
| Emotional Effort  | Y | X |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |