

JOB DESCRIPTION

JOB DETAILS	
Job Title	Project Support Officer
Reports to	Senior Project Support Officer
Band	Band 5
Department/Directorate	Transformation Team

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 provide programme/project management support and administration to the Transformation Team. They will manage the day to day operational tasks relating to a specified remit within the team, such as updating project plans and highlight reports. 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 RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Administering internal and external meetings, such as programme and project steering 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
- Planning an advance schedule of meeting, managing room bookings
- Organise and facilitate project training, workshops and events
- Prepare materials, slides and presentations for meetings and workshops using various software packages including spreadsheets
- Supporting communication between the team and other parties by providing timely responses to queries received across corporate programmes of work and in a professional manner
- Monitor and maintain project plans, inputting and accessing data as required to keep them current and up-to-date.
- 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 Transformation projects are accurate, maintained, reviewed, and stored within trust policy
- 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 Transformation communication and engagement plans

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken) Transformation Team

No. of Staff reporting to this role: (If applicable) 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:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • 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 Department • Workstream Leads and SROs • Trust clinical staff (including medical, nursing and AHPs) • Support services including IM&T, Finance, Estates, Business intelligence • Executive Support Managers and PAs • Corporate services such as; communications, information, HR and governance managers 	<ul style="list-style-type: none"> • NHSE • ICS • CQC • Other public sector organisations • Third sector organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

- The postholder will work independently on all aspects of their role, exercising maximum autonomy and control whilst recognising when it is appropriate to seek advice or assistance from a senior member of staff.
- Work under the management of the Transformation 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;

COMMUNICATION/RELATIONSHIP SKILLS

- Support the development and delivery of programme and project 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
 - 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 are passed on to the appropriate person.

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

PLANNING/ORGANISATIONAL SKILLS

- Support the 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, 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 Transformation 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.
- Work with programme owners and leads to support all administration elements of projects, ensuring teams meet the set milestones to enable successful delivery. This may include collecting, recording and reporting data, and monitoring progress against key performance indicators.

- 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

- 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.

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

HUMAN RESOURCES

- This role will support the Transformation senior management team in HR management, but will not have any direct line management responsibility
- Support the senior leadership team in recruitment and performance management
- Support the preparation of local induction documentation for new starters and graduate trainees 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.

INFORMATION RESOURCES

- 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

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.

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PHYSICAL SKILLS

Standard keyboard skills.

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PHYSICAL EFFORT

- The postholder role is an office-based role which requires sitting at a desk 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

- Exposure to emotional or distressing circumstances are rare.

WORKING CONDITIONS

- Frequent VDU use
- Office conditions, with occasional requirement to travel to other hospital sites.

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.

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	Project Support Officer , Transformation
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> 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 	X X	X
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> 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 	X X X X X X	X
EXPERIENCE <ul style="list-style-type: none"> 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 	X X X	X X
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> 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 	X X X X X X	
OTHER REQUIREMENTS <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. 	X	X

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	Y		X		
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y	X			