JOB DESCRIPTION

Job Title:	Project Support Officer
Band:	Band 5 (subject to Agenda for Change)
Directorate:	Finance and Resources
Job Group:	Planning and Programmes
Location:	The Royal Shrewsbury Hospital
Hours of Work:	37.5
Accountable to:	PMO Business Partner
Professionally accountable to:	Head of Programmes
Date:	February 2022

1. Job Purpose

The post holder will be a part of the Trusts' central Programme Management Office (PMO) team and will be responsible for leading on efficiency programmes and supporting the Head of Programmes and PMO Business Partners in the delivery of complex projects within SaTH and the Shropshire, Telford, and Wrekin Integrated Care System (ICS).

A key area of focus will be supporting the Trust's financial recovery programme and providing support to ensure the schemes that form the Trust's Efficiency Programme follow process. Providing support to develop an integrated programme approach to ensure financial objectives do not sit in isolation from quality objectives.

2. Main Duties and Responsibilities

To provide support to ensure the successful implementation of agreed efficiency programmes and projects using project management best practice methodologies, including but not exclusive to:

- Maintain and update all efficiency related documentation.
- Complete monthly reporting and other governance requirements for the efficiency programme.
- Providing project management support to other complex projects where appropriate.
- Supporting the PMO Business Partner to ensure the appropriate evaluation metrics and processes are agreed and owned for each project in order to produce a clear evidence base when measuring impacts on productivity and efficiency improvement.
- Providing support to programme groups and associated working groups aligned to service efficiency programmes.
- Support the co-ordination of the assessment of the programme's financial values, quality benefits and key risks to delivery.
- Supporting the identification of dependencies and interfaces between efficiency objectives.
- Supporting the accurate and timely completion, maintenance and updating of all efficiency project information and updates into the agreed Trust system (InPhase).
- Supporting the planning and organisation of a range of activities that will support the delivery of efficiency objectives.

- Support the PMO Business Partner to provide regular updates on progress in line with agreed governance arrangements
- Support the conducting of audits, surveys, and evaluations in relation to the efficiency programme.
- Collate and analyse data in relation to efficiency workstreams and outcomes
- Support the Head of Programmes to plan and organise, a programme of efficiency events
- Make informed judgements as to the most effective improvement tools and techniques to apply in order to deliver the desired outcomes and apply these as appropriate.
- Work within, and provide support to, diverse teams.
- Promote a positive change management culture within the Trust
- Demonstrate the behaviours expected within the organisation as outlined in the Trust values and behaviours framework.
- Contribute to the ongoing development of training materials, event structures etc. in order that all staff groups have an appropriate understanding of project management
- Coach and support colleagues in project management and improvement approaches and tools used by the team
- The post holder must have the ability to work on their own initiative and prioritise their workload accordingly.
- Agree and review personal development objectives annually with the PMO Business Partner
- To be fully conversant with corporate ICT systems and Trust policies so they can be used effectively by the Post Holder.
- To travel between Royal Shrewsbury Hospital the Shrewsbury Business Park and Princess Royal Hospital sites as and when required.
- To ensure that confidentiality is maintained at all times in conjunction with the Trust's Confidentiality Policy
- Assist with the preparation of papers for appropriate trust wide committees.
- Deputise for the PMO Business Partner and Head of Programmes as appropriate
- Demonstrate high level of computer-literacy including creation and use of spreadsheets, databases, charts, reports, and data analysis in formats that will enable informed decision making, working with a high degree of accuracy.
- Attendance at team and project meetings, acting as a meeting chair in some instances.
- Provide cover for colleagues as appropriate.
- Undertake any other duties requested as appropriate to the banding.
- Adhere to all Trust policies as applicable.
- Agree and review personal development objectives annually with the PMO Business Partner

Responsibility for staff:
- The post holder will not have any supervisory or management responsibilities.

Key Working Relationships

The post holder will work on an ongoing basis with the following

Internal:	**External:**
Executive Board	Commissioners/CSU
Divisional Directors and teams	Other NHS providers
Finance/HR/Estates/IT Leads	ICS colleagues
Lead clinicians	Members of the public and patients
Head of Programmes	
PMO Business Partners	
Service Improvement Hub	

3. Organisational Chart

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Head of Programmes
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        v
PMO Business Partner
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        v
Project Support Officer
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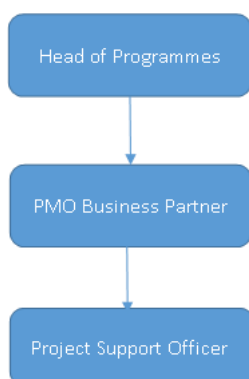
Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and

- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors, and staff; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g., incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients, or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review As an employee of the Trust you have a responsibility to:
- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed, or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people, and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
    - o you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
    - o you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Equality, Diversity, and Inclusivity

- Create a culture of equality, diversity, and inclusivity by personally embedding these factors into everyday working life.
- Report any behaviours or acts that may be discriminatory

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport, and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.