

JOB DESCRIPTION

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| Job Title: | Project Support Officer |
| Band: | 4 (pending AfC confirmation) |
| Centre: | Theatres, anaesthetics and Critical Care |
| Job Group: | Admin and Clerical |
| Location: | Princess Royal Hospital/Royal Shrewsbury Hospital |
| Contract: | 6 month Fixed Term contract (secondment would be considered) |
| Hours of Work: | 18hrs per week |
| Accountable to: | Project Support Manager |
| Date: | October 2022 |

Job Purpose

The post holder will be a part of the Critical Care Getting to Good Project Team and provide administrative and project support to the project ensuring that all concerns and enquiries are managed effectively and efficiently..

Communication and Relationship Skills

- Play a key role Trust's Hospitals Transformation Team and the core coordinating role the Team has within the organisation and with relation to other Care Groups, Directorates and Corporate Teams
- In a constantly changing environment, deal with routine enquiries and provide information about projects promptly and efficiently with tact and diplomacy; acknowledging information provided may be contentious
- Advanced communication skills required as post deals with all levels of staff within the Trust.
- The post holder uses a diverse a range of communications using a degree of assertiveness and negotiating skills, taking into account potential barriers to understanding
- Regular contact with managers to discuss work planning, diary arrangements, staff issues, pass on messages and any current outstanding issues.
- Regular contact with other PA's/Administrators to source/circulate information and to arrange meetings and venues, using persuasive skills, seeking agreement and cooperation at all times
- Build and maintain good working relationships with colleagues within Care Groups and with external organisations.

- Ensure confidentiality is maintained at all times. Manage sensitive and confidential information with appropriate tact and diplomacy to ensure confidentiality is maintained.

Knowledge, Training and Experience

- Understanding of a wide range of procedures and practices, for example;
 - Using project management skills underpinned by Prince2 methodology to assist in the development and delivery of projects and working with internal stakeholders to ensure engagement and sign-up
 - Proficient in all Microsoft Office applications
 - Maintaining an efficient and up to date filing system for the various roles and functions of the Team
- Be completely flexible committed to the completion of non-routine tasks
- Use specialist project systems in the monitoring of the CCG2G project
- Provide project support and an efficient and confidential administrative service to the Team in the delivery of the CCG2G project

Analytical and Judgement Skills

- Make decisions in the absence of managers without direct management accountability
- Use own initiative to compare a range of solutions to problems or issues; seeking opportunities to resolve promptly and escalating when this may impact upon project delivery. Judgement is required as to degree of importance of situations arising during the absence of managers.

Planning and Organisational Skills

- Provide project and administrative/secretarial support to the various workstreams within the CCG2G project, resolving day-to-day problems independently
- To assist in the evaluation of project outcomes. Working closely with clinical and non-clinical teams, the post holder will play a key role in the implementation of service plans, works and moves – providing project support to specific ‘mini-projects’ as required.
- To be able to manage a number of complex activities, understanding that the outcomes of these may require a need to adjust plans and acknowledge potential impacts upon the overall programme
- Organise the office efficiently in a complex, changing environment. Co-ordination, management and organisation of electronic diaries for the Team.

- To plan, organise and co-ordinate workshops / conferences involving internal and external stakeholders; ensure appropriate documentation, audio visual aids etc. are in place accordingly to individual needs.
- To co-ordinate and ensure papers required for meetings are received and issued in a timely manner, take accurate formal minutes, track actions and ensure all project documentation is updated accordingly.
- Responsible for the co-ordination and maintenance of the central drive for all documents and to maintain correct version control of all key documentation. Ensure central shared drives are maintained and up to-date to facilitate prompt retrieval of information by team members.
- To prepare agendas, record accurate minutes, using appropriate hyperlinks where possible and disseminate accordingly.
- To produce presentations for the Team, using accurate and up to date project information

Physical Skills

- Standard keyboard skills are required for this post
- Familiarity of equipment such as projectors, laptops, screens, conference phones is essential

Responsibility for Patient/Client Care

- Contact with patients is uncommon, however there will be a need to engage with patients and members of the public during engagement activities relating to the project

Responsibility for Policy/Service Development

- To take responsibility for implementing policies in own area of expertise and work. Propose changes in the development of policies and procedures, using expert knowledge and lean principles to make improvements in own area

Responsibility for Financial & Physical Resources

- Responsible for stock control and security of stationery and equipment. Use Oracle system to raise orders and goods receipt. Ensure all invoices are signed-off in accordance with Trust policies and procedures

Responsibility for Human Resources

- To provide training to end users as well as new Team members in area of expertise

Responsibility for Information Resources

- Use a range of computer software and project management applications to create reports
- Use a range of computer software and project management applications to assist in the development, implementation and maintenance of project data collection systems/databases that will provide accurate and timely data for its effective use by the team.
- Ensure proficiency in all Microsoft computer software packages to provide comprehensive support to expanding team.
- Create project reports as necessary
- Responsible for data entry and the storage of raw data which may contain confidential information, following an audit for example.

Freedom to Act

- The post holder reports directly to the Project Support Manager and is expected to work autonomously within a framework of annually agreed objectives as well as regular agreed intervals. Undertaking daily duties using initiative without supervision.
- The post holder is responsible for managing and prioritising own workload (planning, organising and multi-tasking with efficiency and professionalism).
- To follow departmental procedures, standard operating procedures (SOP's)

Physical Effort

- Long periods of time sat using a PC/laptop
- Occasional moderate effort – i.e. carrying comms and engagement material to all areas of the hospitals

Mental Effort

- The post requires frequent concentration in the need for checking documents and analysing data. The need for consistency of facts and information across all project documentation is paramount.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, however there may be instances where members of staff or the public will be raising their concerns, via telephone or face to face; and so tact and diplomacy is required at all times

Working Conditions

- Long periods of time sat using a PC/laptop

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 ongoing 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 including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

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.

GENERAL

- Responsible for the production of high quality, professional documentation at all times irrespective of interruptions and varying demands from team members.
- The post holder will be expected to make judgements where there is more than a straightforward choice of options and at times maybe required to assess problems and determine the best course of action.
- Ability to work using own initiative with minimal supervision and prioritise workload accordingly.
- The post holder to keep-up-to-date with technological developments with regards to developing appropriate skills in order to undertake role in an efficient and professional manner.
- To ensure that staff/patient confidentiality is maintained at all times.

This job description is subject to periodic review and may be amended following discussion between the post holder and the Programme Manager in the light of experiences and any new developments.

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| <p>Manager: Name:</p> <p>Signature:</p> | <p>Postholder: Name:</p> <p>Signature:</p> |
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Date:

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