

**SINGLE CORPORATE SERVICES**

**DIGITAL SERVICE**

<b>Job title:</b>	Project Office Coordinator	<i>To be completed by HR  Job Reference Number 2017/074</i>
<b>Reporting to:</b>	Project Officer Manager	
<b>Accountable to:</b>	Associate Director of Digital Development and Programmes	
<b>Pay Band:</b>	5	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

The intention for the existing primary work locations to remain unchanged as there is no desire to change base locations unnecessarily. However, as the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel from time to time. The staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

**Job purpose**

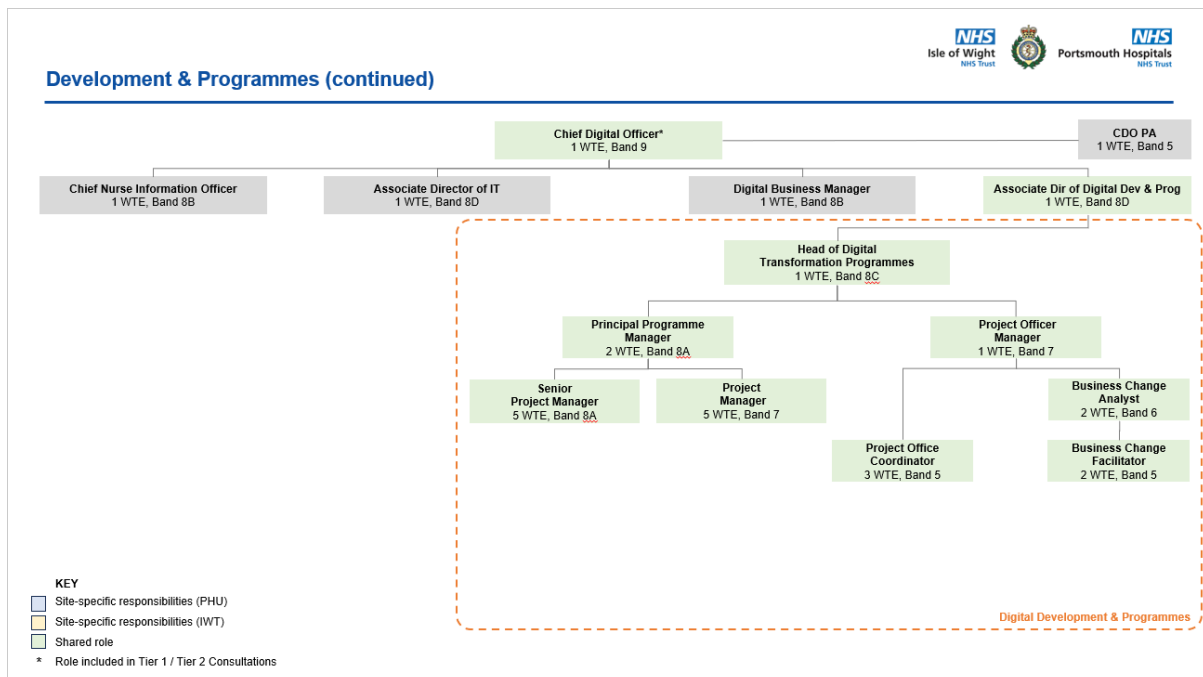
The project Co-ordinator role will have a portfolio of projects for which they will work with supervision or alongside various Project Managers to support the successful initiation, planning, design, execution, monitoring, controlling and closure of a project.

A project coordinator may be tasked, under supervision, with the direct responsibility for implementation of part of a more complex project or programme of work.

**Job summary**

To work within the digital teams to help deliver system wide health and social care projects.

## Organisational Chart



## Specific Core Functions

- The Digital PMO Officer works within the digital project management office and provides guidance and support to Executives Directors, digital senior leadership team, programme and project managers, and any other team members who have an interest
- The post holder will also provide project support activities working closely with the Head of Digital PMO, Project and Programme Managers on projects and work packages. This will involve the business case development, all planning activities, risk, issue and action logs management, monitoring and co-ordination of tasks, and representing the Project Managers in their absence.
- When assigned to a project, the post holder will ensure that, together with the Project Manager, assigned project(s) produce the required deliverables within the defined quality, time, and cost constraints and to facilitate full realisation of identified benefits.
- Project manages a specific project within a site or health economy.
- Supports, facilitates and monitors progress of project within site(s) or health economy. Supports performance improvement.
- The post holder will also support the activities of the wider IM&T Digital Programmes services, providing administrative support to other senior IM&T leads.

## Key Responsibilities

### Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include providing and receiving complex or sensitive information,
- Building and managing delivery plans in line with agreed priorities
- Gathering and receiving information, often of a complex and sensitive nature

- Communicate programme sensitive information requiring agreement or co-operation from senior project or programme managers, and stakeholder organisations, and provide advice as necessary.
- Liaise, develop and build relationships and effective lines of communication with key partners.
- Represent projects at internal and external meetings when required.
- Summarise reports and other key documents.
- Produce and deliver routine presentations as required by senior managers.
- Maintaining effective working relationships with team members whilst keeping in close communication on the status of on-going and pending tasks/actions
- Responding to written and verbal enquiries from a range of external contacts, ensuring these are handled appropriately and forwarded as necessary to the appropriate person
- Acting as a contact point for external organisations on matters relating to own specific area of work via telephone, email and face-to-face communication

### **Analytical and Judgement**

- Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.
- Correlate and Analyse information on behalf of project managers from various sources and present to relevant project groups
- Summarise written information
- Make a comparative assessment against known facts/information in order to highlight issues and produce trend related information.
- Identify and monitor identified risks and issues and highlight necessary action to resolve.
- Analyse and monitor performance, workload or resource reports.
- Assess and prioritise own workload within given timeframe to meet deadlines.
- Monitor progress of defined aspects of specific projects identifying problems or opportunities.

### ***Planning and organising***

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.
- Manage the organisation and planning of project meetings.
- Record and produce notes of project meetings to reflect a high level of accuracy and contextual awareness.
- Support the production of written reports and documents e.g. programme/project updates, including the writing of advanced drafts, supporting operational project leads.
- Provide high level support to projects/programmes, which will include undertaking specific pieces of work and managing and monitoring information.
- Support the senior managers in the delivery of workshop style sessions.
- Coordinate and disseminate resources, project notes, agendas and supporting material.
- Organise and operate resources required for meetings such as teleconferencing, video-conferencing and presentation facilities.

### **Physical Skills**

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard keyboard skills

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.
- Assist and respond to enquiries from partners and other stakeholders.
- Assist with members of the public and external organisations where relevant to projects

### ***Policy and Service Development***

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.
- Ensure programme compliance with organisational policies and procedures, such as for risk recording.
- Develop and implement administrative systems and offer guidance in their use to programme stakeholders.
- Understand corporate and information governance issues.
- Implement policies for own work area
- Monitor the quality of the programme's work and take appropriate action to address any areas where standards can be improved.

### ***Financial Management***

- The post holder is responsible for maintaining stock control and/or security of stock,
- Record project expenditure in accordance with procedures and monitor actual spend against the agreed budget.
- Identify errors or problems and take necessary action to resolve them, e.g. by making a written record and raising financial queries with senior managers
- Provide monitoring data to support budget management in a timely manner
- Use office equipment safely and follow office procedures to maintain the security of office premises, reporting faults/failures to a responsible person.

### ***Management/Leadership***

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.
- Responsible supervision of administrative and support staff while working on project activities.
- Train new staff in activities, processes and procedures when required.
- Play an active role in the induction process of new team members
- Participate in self-development to continually improve performance and undertake development activities that are identified.

### ***Information Resources***

- The post holder is responsible for taking and transcribing formal minutes,
- Service meetings and events and attend relevant meetings on occasion to take formal and informal minutes.
- Setting up, managing, maintaining information on/in database/filing systems, ensuring that information is appropriately and securely stored, filed and retrievable.
- Collate and collect data/information relating to project/programme annual reports.
- To produce regular reports identifying performance against project/programme briefings.
- Ensure security of records in line with the Data Protection Act.

- Ensure compliance with information governance policies and procedures e.g. the Data Protection Act
- Use of routine employee IT systems

**Research and development**

- Undertakes surveys or audits, as necessary to own work
- Review, renew and audit systems when required.
- Undertake simple audits as necessary e.g. to ensure project plans remain fit for purpose.
- Monitor the delivery of evaluation at part of project work
- Undertake fact-finding exercises such as to ascertain roles, responsibilities and organisational relationships of programme stakeholders.

**Freedom to Act**

- The post holder is guided by precedent and clearly defined occupational policies, protocols, procedures or codes of conduct. Work is managed, rather than supervised, and results/outcomes are assessed at agreed intervals.
- Guided by standard procedures, good practice and understands the standards and results that are to be achieved
- Required to manage and prioritise their own work load working independently and using own initiative and take responsibility for own actions.

**Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

**Mental effort**

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention

**Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

**Working conditions**

- Requirement to use Visual Display Unit equipment more or less continuously on most days.

**Person Specification**

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
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<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• First degree or equivalent experience plus further training and experience to diploma level equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Project Management Qualification</li> </ul>	Application form and interview
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supporting the development of standard activities</li> <li>• Experience of supporting the delivery of the deployment of standard processes</li> <li>• Experience of devising and maintaining standard templates to record and measure deployment activities</li> <li>• Experience in identifying process gaps and devising methods to close those gaps</li> <li>• Experience of delivering training</li> <li>• Experience of building networks of associates in different functions</li> <li>• Experience of supporting planning activities for organisation-wide change activities</li> <li>• Experience of successful support to a projects implementation and delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of successful project management and delivery</li> </ul>	Application form and interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and experience of supporting multiple projects</li> <li>• Experience of identifying roadblocks to successful project delivery</li> <li>• Experience of escalating project risks effectively</li> </ul>		Application form and interview

	<ul style="list-style-type: none"> <li>• Experience of reporting on project delivery schedules</li> </ul>		
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**Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust’s Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.

- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.